

Sheltered Housing Review

Southend on Sea Borough Council

August 2016



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1. Introduction

1.1 Our commission

Peter Fletcher Associates (PFA) was commissioned by Southend-on-Sea Borough Council in November 2015 to review the Sheltered Housing stock against best practice standards, making recommendations on how the Borough Council could adapt their schemes to meet the housing needs of older people in the Borough. Work covered 475 Part 1 and 998 Part 2 schemes and bungalows. The latter includes accommodation not designated for older people.

The reviews looked at the bricks and mortar, service delivery and the context for sheltered housing in the Borough, including:

- Scheme Design and Size
- Location and the access to local amenities
- Types, sizes and numbers of flats
- Number of voids in the last 3 years and current void numbers
- Whether schemes are dementia friendly
- Accessibility for the disabled and wheelchair users
- Number and suitability of lifts
- Heating
- Gardens and external facilities
- Communal Facilities and how well they are being used
- Other facilities including guest rooms, assisted bathrooms and laundries
- Telecare and Digital Inclusion (including assistive technologies and digital inclusion)
- Careline provision
- Care and Support Provision
- Admissions to hospital and residential care settings
- Implications of the Care Act 2014

Work also included a review of sheltered housing contracts managed by the Supporting People team with third sector providers.

Outcomes include:

This written report setting out our findings and future options, including:

- An overview profiling key characteristics of the schemes

- Examples of practice from other Local Authorities and providers of social housing
- Future options for the schemes and sheltered housing services across the Borough (Council and third sector) including how this may fit with the Council's trading company.

1.2 How the work was carried out

Our approach was based on our Sheltered Housing Toolkit developed in partnership with the Northern Housing Consortium, which uses a holistic approach integrating technical information and cost forecasting with a wider set of factors such as location, demographics, demand, tenant satisfaction and the service model.

Throughout the commission we worked in partnership with our commissioners at the Borough Council and with staff at South Essex Homes which is the arms-length management organisation managing Council properties. Set out below are the key areas covered in this report:

- National policy context for housing and services for older people
- Scheme visits
- Resident consultation
- Analysis of property and asset management data
- Discussions and interviews with staff at the Council, South Essex Homes and other stakeholders
- Detailed local market and needs analysis which includes consideration of social care services and local plans and strategies to understand the context for sheltered housing in the Borough
- Consideration of a future arms-length service delivery vehicle, and our recommendations, are set within the context of the trading company recently set up by the Council.

To provide baseline data we requested the completion of our Property and Resident surveys for each of the Part 2 schemes. Unfortunately, this work was not able to go ahead. However, we were provided with asset management data and other scheme based data which we analysed.

Some data was not possible to obtain such as the numbers of residents in receipt of care services. Our report includes analysis of care services commissioned and funded by the Council but not services self-funded by residents or provided informally by family as this data is not held by the Council. Similarly, case audits of residents moving out of sheltered housing into residential care focussed on data held by the Council to understand what had prompted the moves.

We held an initial meeting with our commissioners in November 2015, followed by a meeting in February 2016 with the sheltered housing steering group to set

out initial findings. Following further scheme visits, consultation with residents and data analysis we met with our commissioners in May 2016 to discuss our findings and recommendations.

2. National and local policy context

2.1 National Policy Context

The national policy agenda is increasingly focusing on:

- Promoting the independence and wellbeing of the growing numbers of older people. Between 2010 and 2030 there is expected to be a 50% increase in people aged 65 or older, and a doubling of people aged 85 or older
- Providing increasing levels of care and support within the home. This complements the preferences of older people to remain for as long as possible in their own homes
- Addressing the housing and support needs of older people across all tenures including older owner occupiers

Social care and health policy is focusing on prevention, reablement and enabling older people to sustain independence and well-being in the community and out of hospital and long-term care.

Further policy context can be found in Appendix 1.

2.2 Regional Policy Context

2.2.1 Housing

The *Thames Gateway South Essex Fundamental Review of Strategic Housing Market Assessment Review 2013*¹ identifies that specialist housing offered today may not be appropriate in future years, and that 'any future specialist housing offered needs to both understand not just the numbers of specialist homes required but also the aspirations of what older people want from new supply.' (p.7)

With regards to the supply of specialist housing for older people, the document acknowledges interest from developers and others. Investors are reportedly keen to enter the market but viability is key and desirable sites are required.

¹ Opinion Research Services 'Thames Gateway South Essex Fundamental Review of Strategic Housing Market Assessment Review 2013, Report of Findings December 2013'

2.3 Local Policy Context

2.3.1 Housing

The *Southend-On-Sea Housing Strategy 2011-21*² identifies three strategic aims, which represent the key priority housing themes in Southend-On-Sea:

- Aim 1: Promote the delivery of quality housing, including affordable, to meet local needs and promote a sustainable and balanced housing market.
- Aim 2: Promote the improvement in the quality of the existing housing stock achieving Decent, Healthy & Environmentally Sustainable homes across all tenures.
- Aim 3: Promoting greater accessibility to different types of housing and promoting independent living for vulnerable groups and continuing work to prevent homelessness.

Older people and their housing needs are not specifically listed in these aims. However, the Borough Council's aspiration to 'support older people to remain in their own homes for as long as they are able to possibly with support, assistive technology and a commitment to lifetime homes' is highlighted later in the document, alongside the following actions:

- Close working with clients and commissioners to ensure a suitable range of housing options provided for vulnerable adults
 - Communicating (to planning, developers and builders etc.) the specific needs of individuals with specialist housing requirements and ensuring their provision alongside General Needs affordable housing.
 - Work with providers of specialist housing to achieve the correct mix of accommodation type and tenures for Southend's future needs in line with wider Health and Social Care aims.
 - Continued improvement and development of Supporting People programme as part of delivery of suitable housing options for vulnerable residents.
 - Ensure the housing needs of the town's older persons are reflected through provision of the right balance of housing options e.g. Extra Care, Sheltered, Telecare

The Council will be undertaking a consultation exercise with stakeholders on its Housing Strategy later in 2016 which will consider how the Council will need to respond to the changes to national housing and planning policy and the implications for its approach to meet local housing needs.

² Southend-on-Sea Borough Council 'The Southend-on-Sea Housing Strategy 2011-21'

The *Older People Commissioning Outcomes Plan 2015/16*³ lists the following housing-related commissioning intentions for 2015/16:

- ‘Deliver health, care and housing in a more joined up way to ensure that sufficient and suitable accommodation is available with the required support that will enable older people to live as independently as possible.’
- ‘Information, Advice and Advocacy - Ensuring older people have access to the right information, advice and guidance about their health, care and housing needs.’

The ‘*Strategic Housing Market Assessment: South Essex, May 2016*⁴ report (SHMA) uses the Housing LIN SHOP tool to estimate the future need for specialist older person’s accommodation. Together with the Housing LIN SHOP tool, and data from Edge Analytics and Turley 2015, the following levels of need are provided:

	Basildon	Castle Point	Rochford	Southend-on-Sea	Thurrock	TGSE
Upper end of range – core economic activity assumptions						
Sheltered housing	1,380	1,054	872	1,520	1,084	5,910
Enhanced sheltered housing	221	169	140	243	173	946
Extra care – 24/7 support	276	211	174	304	217	1,182
Total	1,877	1,434	1,186	2,067	1,474	8,038
Annual	82	62	52	90	64	349
Lower end of range – SNPP London						
Sheltered housing	1,326	979	819	1,438	1,057	5,620
Enhanced sheltered housing	212	157	131	230	169	899
Extra care – 24/7 support	265	196	164	288	211	1,124
Total	1,804	1,332	1,114	1,956	1,438	7,644
Annual	78	58	48	85	63	332

Source: Turley, 2015; Housing LIN, 2015; Edge Analytics, 2015

Source: ‘Strategic Housing Market Assessment: South Essex 2016’

³ Southend-on-Sea Borough Council and Southend Clinical Commissioning Group ‘Older People Commissioning Outcomes Plan 2015/16’

⁴ Turley Economics ‘Strategic Housing Market Assessment: South Essex’, May 2016

According to modelling produced by Edge Analytics, there will be an additional 1,073 (lower end of range, 1,151 upper end of range) people aged 75 and over living in residential care establishments in Southend-on-Sea between 2014 and 2037.

The SHMA stresses the importance of considering the housing needs of specific population groups, especially in light of the large projected increase in older people in the housing market area. The document recognizes that many older people will choose to live independently, however the development of further sheltered and extra care housing schemes will contribute towards the objective assessment of need for this population group. Outside of the objective assessment of need, however, is an assumed increase in the communal population in the modelling by Edge Analytics, which is entirely attributable to people aged 75 and over. This indicates that there will be an additional need for approximately 1,073 communal bed-spaces in Southend-on-Sea over the projection period.

2.3.2 Adult Social Care

The *Draft Integrated Southend Market Position Statement (MPS)*⁵ outlines the results of a self-assessment carried out by Southend-on-Sea Council in 2015. The assessment demonstrated that the authority is performing well in the areas of supporting people with disabilities. Southend is 'also very strong at preventing any delays in the care transfer process, moving people from hospital to other care services, this ensures "bed blocking" in our hospital is minimised.' (p.5). The assessment also points to some areas for Southend to focus on. This includes 'ensuring that carers and service users are able to access information about support and services in an easy and straightforward manner and that people who use our services are satisfied with what they receive.' (p.5).

The MPS highlights the importance of understanding the market from the providers' perspective to continue to meet the needs of Southend-On-Sea's residents. A need to better understand the market for self-funded services, the likely impact of the £72,000 cap from 2020 and the citizen's right to subsidise their package is stressed in the document. The MPS suggests Southend will encourage providers to develop preventative community focused services and that Southend is committed 'to effective stakeholder engagement and co-production (that) will shape future services and our commitment to advocacy will help citizens to pick the services which are right for them.' (p.7). Southend will ensure everyone with an assessed level of need has a personal budget with the opportunity to receive Direct Payments.

⁵ Draft Integrated Southend Market Position Statement, November 2015

Southend-On-Sea expects there to be 'an increase in community care provision and recommend existing residential and nursing care providers to consider preventative, high quality care which reduces dependency and maximises interdependency. We would also recommend considering the role of assistive technology as we look to support people to live in their own home.' (p.7)

The MPS also stresses that Southend-On-Sea Borough Council and Southend Clinical Commissioning Group need to work with all providers to jointly explore realistic, sustainable business models which deliver high quality services that support both the current market conditions and economic climate. As the Integrated Commissioning Team identifies efficiencies in service provision, Southend will work with providers to explore the full costs of all provision and review their payment structure accordingly.

Southend-On-Sea's commissioning focus 'will turn to whether we feel services can achieve positive outcomes rather than individual outputs. We believe this shift will encourage creativity, innovation and commitment from providers who will be able make the most of their sector experience to offer better services within the financial constraints.' (p.8). They will also 'place greater emphasis on the impact of social value when considering tenders and expect all service providers to sign up to the Public Health Responsibility Deal. As part of the commissioning process we will consider the social value of providers to the local community before offering a contract.' (p.9).

Key considerations for providers of any service include:

- How it complements existing provision;
- Early diagnosis of conditions to allow for more effective planning of treatment and appropriate support for the person and their family;
- All providers should maximise the use of latest technology;
- Easy access to Information, Advice and Guidance and support for pre and post diagnosis;
- Effective data sharing; and
- Enhanced home support.

The MPS provides an overview of the expenditure for 2013/14 and 2014/15 and the proposed expenditure for 2015/16 by service type.

Adult social care and housing are engaged in redesigning social services and current projects include the community recovery pathway, re-provisioning of the Priory/Delaware/Viking facilities, LD review, Mental Health review and the review of sheltered housing. All the work streams need to connect.

The re-design will be a whole system transformational approach to change and include community groups, health and social care. Using strengths-based

assessments and care planning, it will focus on individual abilities and community assets, rather than on deficits and services to meet need. The approach will be empowering, and facilitate individuals to take control of their own lives with social workers taking a preventative approach to their practice in community settings. The vision is for social workers, alongside their health colleagues, to have a strong understanding of their local community and engage with Southend residents to maximise independence and inclusion and reduce admissions into hospital and long term care.

Figure 2.1: Southend-On-Sea Social Care Expenditure 2013-2015 and Planned Expenditure 2015-16

	2013-14	2014-15	2015-16
Service	Actual	Actual	Budget
Drug & Alcohol Action Team	172,617	156,863	169,300
Older People	19,561,152	18,630,360	17,383,884
Learning Difficulties	14,358,513	14,202,245	14,945,131
Physical or Sensory Impairment	4,125,662	4,634,731	4,033,755
Mental Health Needs	4,079,313	4,318,110	2,933,119
Other Community Services	473,560	380,202	344,694
Service, Strategy & Regulation	485,008	120,305	220,267
	43,255,826	42,442,816	40,030,150

Source: Draft Integrated Southend Market Position Statement, November 2015

Figure 2.2: Adult Social Care Performance Overview, 2011-2015

	2011-12	2012-13	2013-14	2014-15
NUMBER OF SERVICE USERS HELPED	5740	5640	5514	5674
OF WHICH;				
NUMBER OF PEOPLE RECEIVING COMMUNITY BASED SERVICES (18-64)	1210	1231	1282	1066
NUMBER OF PEOPLE RECEIVING COMMUNITY BASED SERVICES (65+)	3363	3255	3126	3524
NUMBER OF PEOPLE IN RESIDENTIAL CARE (18-64)	159	135	148	156
NUMBER OF PEOPLE IN RESIDENTIAL CARE (65+)	986	1003	939	921
NUMBER OF PEOPLE IN NURSING CARE (18-64)	1	0	8	1
NUMBER OF PEOPLE IN NURSING CARE (65+)	27	16	11	6
NUMBER OF PEOPLE ASSESSED (18-64)	393	493	542	-
NUMBER OF PEOPLE ASSESSED (65+)	1710	1813	1714	-
TOTAL ASSESSMENTS	2103	2306	2256	-
New client assessments (18-64)				290
New client Assessments (65+)				1646
Total new clients assessed				1936
TOTAL CARERS SUPPORTED WITH SERVICES and ADVICE	959	1005	1094	1248
NUMBER OF SERVICE USERS RECEIVING DIRECT PAYMENTS	517	587	712	695
NUMBER OF CARERS RECEIVING DIRECT PAYMENTS	119	90	83	23
PERCENTAGE OF CLIENTS AND CARERS RECEIVING DIRECT PAYMENTS	11.30%	13.08%	16.15%	21.20%
				%
NUMBER OF CLIENTS REVIEWED	4762	4688	4536	3913
PERCENTAGE OF CLIENTS REVIEWED	82.96%	83.12%	82.26%	78.49%
				%

Source: Draft Integrated Southend Market Position Statement, November 2015. Please note that in 2014-15 the Adult Social Care Framework of performance changed. 2014-15 data is generally not comparable with historical year's data.

The *Older People Commissioning Outcomes Plan 2015/16*⁶ lists the following adult social care-related commissioning intentions for 2015/16:

- 'To protect social services and reduce hospital admissions through re-ablement services with the aim of improving social care discharge management and admission avoidance.'
- 'Redesigning Social Services - Investment in services that support independent living and reduce reliance on all forms of institutional care.'

⁶ Southend-on-Sea Borough Council and Southend Clinical Commissioning Group 'Older People Commissioning Outcomes Plan 2015/16'

- ‘To reduce hospital and residential care admissions and protect social services by a change to a system built around prevention, early intervention and actively promoting well-being in the community.’
- ‘Promote healthy and active lifestyles for older people and enable our older population to lead fulfilling lives as citizens.’

In terms of what Southend should be like for older people, *Southend-On-Sea’s Older People Strategy*⁷ suggests the following: ‘It is our aim that the older population of Southend-On-Sea should lead fulfilling lives and be given every opportunity to age well in a community that values their experience of life, whilst also helping them to stay healthy enough to remain independent for as long as possible. This includes the most vulnerable and those with complex needs’. (p.7)

The document provides a detailed list of strategic priorities taken from other relevant strategic documents relevant to older people in Southend-On-Sea. This list includes the following:

- Older people and their carers receive appropriate, fair and timely access to services in relation to their needs, particularly for people that are the most disadvantaged.
- Develop alternative services which support people at home and reduce the need for residential care, including reviewing the effectiveness of domiciliary care in sustaining independence.
- Increasing the proportion of older people living independently at home following discharge from hospital.
- Older people and their carers have choice, feel in control and connected through services which are personalised, meet individual eligible needs, are safe, and respect people’s dignity.
- Raise awareness of the link between poor housing and poor health so that older people are referred to appropriate housing services in Southend-on-Sea.
- There should be a review of the future plans for older people’s housing needs in Southend-on-Sea to identify alternatives to residential accommodation, particularly for older people with a mild to moderate dementia diagnosis.

⁷ Southend Clinical Commissioning Group and Southend-on-Sea Borough Council ‘Southend-on-Sea’s Older People Strategy: A Joint Commission Strategy 2015 – 2018’

3. Demographics and market analysis

3.1 Introduction

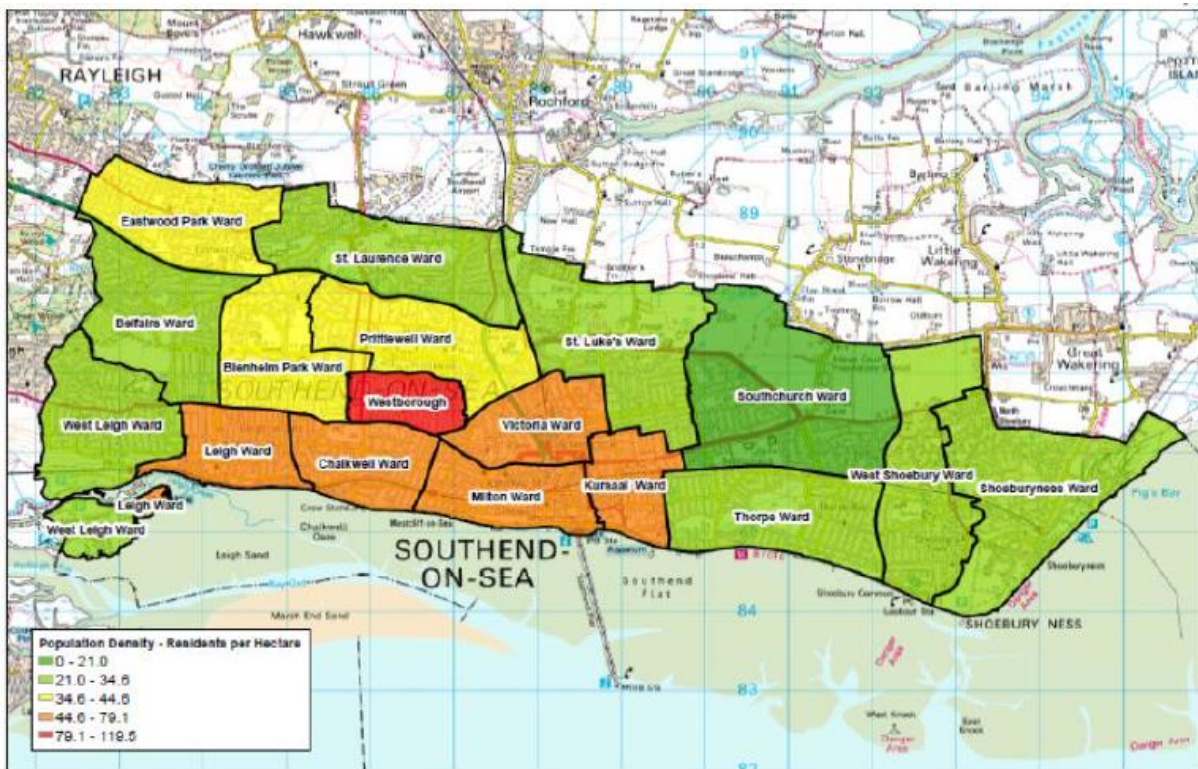
This demographic and market analysis includes data for Southend-on-Sea local authority area and the 19 ward areas that make up Southend-on-Sea. The local authority data has been compared with regional and national data to provide context.

Figure 3.1 provides a list of the ward areas within Southend-on-Sea and Figure 3.2 identifies these wards on a map.

Figure 3.1: Southend-on-Sea Wards

Belfairs Ward	St Luke's Ward
Blenheim Park Ward	Shoeburyness Ward
Chalkwell Ward	Southchurch Ward
Eastwood Park Ward	Thorpe Ward
Kursaal Ward	Victoria Ward
Leigh Ward	Westborough Ward
Milton Ward	West Leigh Ward
Prittlewell Ward	West Shoebury Ward
St Laurence Ward	

Figure 3.2: Southend-on-Sea Ward Map



Source: Joint Strategic Needs Assessment 2012 Summary, Southend-on-Sea

All of the data provided within this analysis has been taken from reliable and up-to-date data sources, including the Office for National Statistics and Projecting Older People Population Information (POPPI). Property prices have been gathered from a variety of websites, including Rightmove, onthemarket.com and the McCarthy and Stone website.

3.2 Summary

Geographical Area	Main Findings
Southend-on-Sea	<ul style="list-style-type: none"> • 66,300 people aged 50+ in 2015, rising to 87,100 by 2035 – increase of 31.4%. 85+ population to increase by 103.8% between 2015 and 2035. • 97.6% of the 65+ population are White, 1.5% Asian/ Asian British. • Higher levels of long-term limiting illness than the regional and national averages. • 4,761 people aged 65+ providing unpaid care in 2015, rising to 6,322 by 2030 – increase of 32.8%. • 2,520 people aged 65+ estimated to have dementia in 2015, rising to 3,867 by 2030 – increase of 53.5%. • 78.1% of pensioner households are owner-occupiers – higher than national average but lower than regional average. 12.2% of pensioner households are living in social rented accommodation and 8.1% in private rented

Geographical Area	Main Findings
	<p>accommodation.</p> <ul style="list-style-type: none"> • 12,600 people aged 65+ living alone in 2015, rising to 17,455 by 2030 – an increase of 38.5%. • Southend has the lowest overall average property price (£204,000) when compared to neighbouring local authority areas.
Belfairs Ward	<ul style="list-style-type: none"> • 4,523 people aged 50+ in 2013 (largest amongst wards) • 95.6% total population are 'white' • 10.6% total population limited 'a lot' by long-term illness/disability • 82.1% pensioner households are owner-occupiers, 13.3% live in social rented accommodation
Blenheim Park Ward	<ul style="list-style-type: none"> • 4,053 people aged 50+ in 2013 • 94.3% total population are 'white' • 10.2% total population limited 'a lot' by long-term illness/disability • 77.4% pensioner households are owner-occupiers, 17.1% live in social rented accommodation
Chalkwell Ward	<ul style="list-style-type: none"> • 3,797 people aged 50+ in 2013 • 89.8% total population are 'white' • 10.8% total population limited 'a lot' by long-term illness/disability (highest amongst wards) • 80.5% pensioner households are owner-occupiers, 5.9% live in social rented accommodation
Eastwood Park Ward	<ul style="list-style-type: none"> • 4,350 people aged 50+ in 2013 • 96.4% total population are 'white' • 8.7% total population limited 'a lot' by long-term illness/disability • 93.1% pensioner households are owner-occupiers, 3.2% live in social rented accommodation
Kursaal Ward	<ul style="list-style-type: none"> • 3,037 people aged 50+ in 2013 • 88.6% total population are 'white' • 9.6% total population limited 'a lot' by long-term illness/disability • 44.9% pensioner households are owner-occupiers (lowest amongst wards), 36.5% live in social rented accommodation, 17.3% in private rented accommodation.
Leigh Ward	<ul style="list-style-type: none"> • 3,179 people aged 50+ in 2013 • 95.4% total population are 'white' • 6.1% total population limited 'a lot' by long-term illness/disability • 83% pensioner households are owner-occupiers, 1.4% live in social rented accommodation, 13.5% in private rented accommodation.

Geographical Area	Main Findings
Milton Ward	<ul style="list-style-type: none"> • 3,430 people aged 50+ in 2013 • 85.4% total population are 'white' • 9.2% total population limited 'a lot' by long-term illness/disability • 68% pensioner households are owner-occupiers, 1.5% live in social rented accommodation, 27.3% in private rented accommodation (the highest amongst ward areas)
Prittlewell Ward	<ul style="list-style-type: none"> • 4,186 people aged 50+ in 2013 • 89.5% total population are 'white' • 9% total population limited 'a lot' by long-term illness/disability • 82.6% pensioner households are owner-occupiers, 11.1% live in social rented accommodation
St Laurence Ward	<ul style="list-style-type: none"> • 4,185 people aged 50+ in 2013 • 93.6% total population are 'white' • 9.4% total population limited 'a lot' by long-term illness/disability • 77.2% pensioner households are owner-occupiers, 17.4% live in social rented accommodation
St Luke's Ward	<ul style="list-style-type: none"> • 3,581 people aged 50+ in 2013 • 92.9% total population are 'white' • 8.4% total population limited 'a lot' by long-term illness/disability • 77.9% pensioner households are owner-occupiers, 10.9% live in social rented accommodation
Shoeburyness Ward	<ul style="list-style-type: none"> • 3,986 people aged 50+ in 2013 • 94.4% total population are 'white' • 9% total population limited 'a lot' by long-term illness/disability • 60.8% pensioner households are owner-occupiers, 30.4% live in social rented accommodation
Southchurch Ward	<ul style="list-style-type: none"> • 4,011 people aged 50+ in 2013 • 91.8% total population are 'white' • 10.1% total population limited 'a lot' by long-term illness/disability • 81.1% pensioner households are owner-occupiers, 12.3% live in social rented accommodation
Thorpe Ward	<ul style="list-style-type: none"> • 4,346 people aged 50+ in 2013 • 93.8% total population are 'white' • 8% total population limited 'a lot' by long-term illness/disability • 93.2% pensioner households are owner-occupiers (highest amongst ward areas), 0.3% live in social rented accommodation (lowest amongst ward areas)
Victoria Ward	<ul style="list-style-type: none"> • 3,121 people aged 50+ in 2013 • 84% total population are 'white' (lowest amongst ward areas)

Geographical Area	Main Findings
	<ul style="list-style-type: none"> • 10.5% total population limited 'a lot' by long-term illness/disability • 47% pensioner households are owner-occupiers, 40% live in social rented accommodation (highest amongst ward areas)
Westborough Ward	<ul style="list-style-type: none"> • 2,693 people aged 50+ in 2013 (the smallest number amongst ward areas) • 84.3% total population are 'white' • 5.8% total population limited 'a lot' by long-term illness/disability • 79.6% pensioner households are owner-occupiers, 1.2% live in social rented accommodation and 17.4% in private accommodation
West Leigh Ward	<ul style="list-style-type: none"> • 3,725 people aged 50+ in 2013 • 97.4% total population are 'white' (highest amongst ward areas) • 5.2% total population limited 'a lot' by long-term illness/disability (lowest amongst ward areas) • 89.3% pensioner households are owner-occupiers, 3.4% live in social rented accommodation
West Shoebury Ward	<ul style="list-style-type: none"> • 3,919 people aged 50+ in 2013 • 92.6% total population are 'white' • 8.7% total population limited 'a lot' by long-term illness/disability • 85.2% pensioner households are owner-occupiers, 9.6% live in social rented accommodation

A detailed analysis is set out in Appendix 2 and a set of maps illustrating the geography of the South Essex Homes schemes alongside demographic features is provided in Appendix 3.

4. Specialist housing supply

This section of the report looks at the different types and tenures of specialist housing available to older people in the Borough.

4.1 Sheltered housing for social rent

Figures 4.1 and 4.2 list sheltered housing provision from South Essex Homes and other Registered Providers respectively.

Figure 4.1: South Essex Homes Retirement/ Sheltered Housing in Southend-on-Sea

Scheme Name	Address	Postcode	No. Units	Type Units	Year of Build
Adams Elm House	1271 London Road, Leigh-on-Sea	SS9 2AQ	87	37 studios and 50 one bedroom flats	1983
Bishop House	Western Approaches, Leigh-on-Sea	SS9 6TT	61	19 studios and 42, one bedroom flats	1978
Buckingham House	3 Salisbury Avenue, Westcliff-on-Sea	SS0 7DL	28	14 studios and 14 one bed flats	1978
Crouchmans	46 Centurion Close, Shoeburyness	SS3 9UT	60	30 studios and 30 one bed flats	1976
Furzefield	20 Priorswood Drive, Leigh-on-Sea	SS9 4BU	28	8 studios and 20 one bed flats	1977
Great Mead	200 Frobisher Way, Shoeburyness	SS3 8XJ	48	One bed flats	1986
Kestrel House	96 Eagle Way, Shoeburyness	SS3 9YX	51	5 studios and 46 one bed flats	1978, renovated 1983
Mussett House	49 Bailey Road, Leigh-on-Sea	SS9 3PJ	21	11 studios and 10 one bed flats	1977
Nestuda House	4 Grovewood Avenue, Southend-on-Sea	SS9 5EG	29	20 studios and 9 one bed flats	1978
Nicholson House	299 Southchurch Road, Southend-on-Sea	SS1 2PD	96	1 bed flats	

Norman Harris House	450 Queensway, Southend-on-Sea	SS1 2LY	28	6 studios , 21 one bed and 1 two bed flats	1986
Scott House	171 Neil Armstrong Way, Leigh-on-Sea	SS9 5YZ	58	31 studios and 27 one bed flats	No Data
Senier House	39 Salisbury Road, Leigh-on-Sea	SS9 2JX	20	5 studios and 15 one bed flats	1984
Stephen McAdden House	21 Burr Hill Chase, Southend-on-Sea	SS2 6PJ	66	33 studios and 33 one bed flats	1979
The Brambles	20 Eastern Avenue, Southend-on-Sea	SS2 5NJ	39	19 studios, 19 one bedroom flats and 1 two bedroom flat	1980
The Jordans	Maple Square, Southend-on-Sea	SS2 5NY	72	28, studios and 44 one bed flats	1979
Trafford House	117 Manchester Drive, Leigh-on-Sea	SS9 3EY	26	13 studios and 13 one bed flats	1979
Trevett House	19a Southchurch Rectory Chase	SS2 4XB	29	1 bed flats	1989
Keats House	Shelley Square, Southend on Sea	SS2 5JP	24	20 studios and 4 one bed flats	1975
Nayland House	Manners Way Southend on Sea	SS2 6QT	27	13 Studios and 14 one bed flats	1964
Total			898		

N.B Keats and Nayland are listed on the Elderly Accommodation Counsel website as extra care schemes but are sheltered schemes and are both included in the table. Longmans and Westwood are listed as retirement housing schemes and have not been included in the table as they provide extra care.

Figure 4.2: Retirement/ Sheltered Housing in Southend-on-Sea from other Registered Providers

Scheme Name	Manager	Address	Postcode	No. Units	Type Units	Year of Build
Cambridge Court	Genesis HA	Cambridge Road, Southend-on-Sea	SS1 1EJ	39	Flats and bungalows	1890 renovated 1989
Carnival Estate	Carnival Estates Fund	Carnival Gardens, Eastwood Old Road North	SS9 4NE	19	Studio and 1 bed bungalows	1955, renovated 1999
Cascades	Estuary HA	Prospect Close, Southend-on-Sea	SS1 2JA	34	1 bed flats	1981
Catherine Lodge	Genesis HA	45 Baxter Avenue, Southend-on-Sea	SS2 6FE	55	1 and 2 bed flats	1984, renovated 2006
Churchgate	Riverside	560 London Road, Westcliff-on-Sea	SS0 9HS	21	Studio, 1 and 2 bed flats	1980
Clough House	Anchor	314 Princes Avenue, Westcliff-on-Sea	SS0 0LJ	38	Studio and 1 bed flats	1977
Diana Rose House	Abbeyfield Southend Society Ltd	158 Southchurch Boulevard, Thorpe Bay	SS2 4UY	9	Studio flats	1973
Frank Phillips House	Abbeyfield Southend Society Ltd	107 Oakengrange Drive, Southend-on-Sea	SS2 6QA	12	Studio flats	1982
Fred Laws House	Abbeyfield Southend Society Ltd	25/26 Westcliff Parade, Westcliff-on-Sea	SS0 7QE	12	Studio flats	1920
Shebson Lodge	Jewish Care	1 Cobham Road, Westcliff-on-Sea	SS0 8EG	16	1 bed flats	No Data
St Francis Court	Genesis HA	Stornoway Road, Southchurch	SS2 4PD	26	Studio and 1 bed flats	1976
St Margaret's	Brentwood Branch (CWL) HA	594 Raleigh Road, Leigh-on-Sea	SS9 5HU	14	1 bed flats	1975
St Margaret's House	Abbeyfield Southend Society Ltd	1461 London Road, Leigh-on-Sea	SS9 2SB	10	Studio flats	1920
St Peter's Court	Anchor	342 Prince Avenue, Westcliff-on-Sea	SS0 0NF	26	Studio and 1 bed flats	1979
Charlotte Mews	Genesis	Boston Avenue Southend on Sea	SS2 6JB	20	One and two bed flats	1983

Elizabeth Tower	Genesis	Same site as Catherine Lodge and Charlotte Mews		17	One bed flats	Not known
St. Francis Court	Genesis	Stornoway Road, Southchurch, Southend on Sea	SS2 4PD	26	Studios and one bed flats	1976
Total				394		

N.B Cambridge Court is listed on housingcare.org as being both social rented and leasehold. Leyland Court managed by Estuary and Catherine Lodge managed by Genesis are both listed as sheltered housing and have not been included in the table as they are providing enhanced sheltered or extra care.

There is a large supply of sheltered housing for rent including schemes developed in the 1970's and 80's with bedsits managed by providers such as Anchor Trust and Genesis and small local almshouse providers. The total number of sheltered housing units for social rent is 1,292 units. In addition, there are 475 units of Part 1 accommodation (not included in the above table) managed by South Essex Homes bringing the total to 1,767 units.

The Housing LIN has developed a tool to help predict future need for specialist housing for older people. SHOP@ (www.housinglin.org.uk/SHOPAT/) is an online analysis tool to help local authorities and providers identify potential demand for different types of specialist housing in England and Wales. It uses Office for National Statistics (ONS) population data and supply data generated by the Elderly Accommodation Counsel's (EAC) national records to predict future housing and care needs of older people based on nationally accepted parameters.

The Supply data for Council sheltered housing listed on the site does not include the Part 1 schemes which add significantly to the supply of sheltered housing for social rent in the Borough. However even without these units the SHOP tool is showing a slight over provision (127 units) of sheltered housing against demand (based on 2014 figures). When the tool is used to predict future demand it shows a need for 3,400 units by 2035 which taking account of all the current provision is a need for 1,633 additional units.

At national and local level, the SHOP tool assumes that as the population ages older people will continue to want and need specialist housing. However, it does not take account of other factors such as new technologies or of health and social care services such as re-ablement designed to support independence e.g. after a hospital admission or illness. Community based services are increasingly focused on helping older people remain in their own homes rather than moving into specialist accommodation Also future supply is not simply about units of accommodation it is also about design and quality particularly as the population continues to age.

4.2 Extra care housing for social rent

Figure 4.3: Extra care housing for social rent

Scheme name	Manager	Address	Post code	Number units	Type units	Year of build
Longmans	South Essex Homes	11 Rampart Street, Shoeburyness	SS3 9AY	15	One bed flats	1978
Westwood	South Essex Homes	137, Eastwood Old Road, Leigh-on-Sea	SS9 4RZ	15	One bed flats	1975
Estuary HA	Leyland Court	257, Southchurch Road	SS1 2PE	24	Studio and one bed flats	1990
Genesis HA	Catherine Lodge	45, Baxter Avenue	SS2 6FE	55	One & two bed flats	1984 renovated 2006

N.B All four schemes are listed on the Elderly Accommodation Counsel website but none of them are described as extra care. The data for Longmans and Westwood is out of date. It is not known why Estuary or Genesis do not describe their schemes as Extra Care or Very Sheltered Housing. At Catherine Lodge only 30 of the 55 flats receive a higher level of service.

4.3 Retirement housing for sale

Just over 78% of older people in the Borough own their own homes. The Figure 4.4 provides a snapshot of the specialist accommodation available to older people able to purchase a property. Prices range from £70,000 for a one bedroom apartment to in excess of £300,000 for a two bedroom apartment in a new McCarthy & Stone scheme.

Figure 4.4: Retirement Accommodation for Sale in Southend-on-Sea

Property Name	Address	Property Type	Price	Developer (where known)	Source
Elmtree Lodge	66 Cranleigh Drive, Leigh on Sea	2 bed apartment	£325,000 to £299,950	William Nelson	Rightmove
Orchard Meade	Leigh on Sea SS9 4LW	2 bed cottage	£195,000	Lopia Homes	Rightmove
Crowstone Road	Westcliff-on-Sea, Southend-on-Sea	2 bed apartment	£180,000		Rightmove
Chalkwell Park Drive	Leigh on Sea	2 bed apartment	£169,950		Rightmove
Hamlet Court Road	Westcliff-on-Sea, Southend-on-Sea	2 bed apartment	£169,995		Rightmove
Southchurch Rectory Chase	Southend-on-Sea	2 bed apartment	£160,000		Rightmove

Property Name	Address	Property Type	Price	Developer (where known)	Source
Nevyll Court	Southend-on-Sea	1 bed apartment	£149,995		Rightmove
Kingswell Imperial Avenue	Westcliff-on-Sea, Southend-on-Sea	1 bed apartment	£149,995 to £120,000		Rightmove
Cambridge Road	Southend-on-Sea	1 bed apartment	£139,995		Rightmove
The Rowans	Leigh on Sea	1 bed apartment	£129,995		Rightmove
Martins Court	Southend-on-Sea	1 bed apartment	£95,000 to £84,995		Rightmove
Kings Meade	Westcliff-on-Sea, Southend-on-Sea	1 bed apartment	£90,000		Rightmove
Riviera Drive	Southend-on-Sea	1 bed apartment	£70,000		Rightmove
Montague Court	Westcliff-on-Sea, Southend-on-Sea	2 bed apartment	£238,000 to 199,500	McCarthy and Stone	Rightmove
Centenary Place	Southchurch Boulevard, Southend-on-Sea	1 bed apartment	£224,950	McCarthy and Stone	McCarthy and Stone
Centenary Place	Southchurch Boulevard, Southend-on-Sea	2 bed apartment	from £274,950 to £334,950	McCarthy and Stone	McCarthy and Stone
Homecove House	Westcliff-on-Sea, Southend-on-Sea	1 bed apartment	£134,950 to £175,000	McCarthy and Stone	Rightmove
Cambridge Road	Southend-on-Sea	1 bed bungalow	£139,995		On the market.com

Source: Various as listed

There are no Assisted Living schemes in the Borough. This is the descriptor often used for private sector, leasehold extra care housing. .

5. Council extra care and sheltered housing

5.1 Extra care housing

Extra care provision is in two former sheltered housing schemes, Longmans and Westwood. Both schemes have the same original design footprint. 30 studio apartments were remodelled to provide 15 one bedroom apartments at each scheme. Studio flats at a third scheme, Keats House, were also upgraded to provide extra care but care was never commissioned on site.

Remodelling costs for Longmans were £487,000 (£30,000 per unit) and Westwood £521,000. External units managed by S.E.H at Longmans (George St, Dane Street, John St.) and Westwood (Bradfordbury, Rothwell Close & Eastwood Old Rd.) were not remodelled and are not included in the care contract.

The Council contracts care from independent providers under a block contract for 250 hours per week at each scheme. In addition, the Council spot contracts additional hours. The total amount paid for care in 2015/16 was:

- Longmans £210,971
- Westwood £170,243

The hourly rate is £11.90 during the day and £5.98 at night for sleep in cover. The Council has on occasion funded waking care at night for individual residents. There is no café or meals service or programme of social activities at either scheme.

South Essex Homes provides basic housing management services including repairs and maintenance at both schemes.

There are some issues with voids and two units at Longmans were void, one for over 6 months. Staff responsible for lettings reported that it can take some time to find applicants whose needs match the on-site service. The Council's Care First data shows three residents from the schemes moving into long term care in 2015/16. PFA were not provided with data about the care needs of individual residents in order to establish how many residents would otherwise be living in a care home. In order to be cost effective for the Council both schemes should be offering an alternative to residential care placements funded by the Council and aim to provide residents with a home for life.

Information on the Elderly Accommodation Counsel website is out of data as both schemes are described as sheltered housing with 30 studio apartments for social rent. South Essex Homes website has basic information about the schemes and contact details for the Housing Options Team. Information about the schemes is also included in S.E.H sheltered housing marketing brochure.

Nationally, most extra care housing schemes are new build and providers such as Housing & Care 21, Hanover and Anchor have developed schemes with 40 plus units in order to deliver economies of scale particularly for care services. Compared to larger schemes Longmans and Westwood are small and expensive as they may

have the same number of staff on duty at certain times during the day as a larger scheme. Also one of the main reasons for older people making a permanent move into residential care is to access care at night which is not generally available at either scheme as the staffing is sleep in cover.

The Council is managing allocations and the care contract and S.E.H is providing basic housing management. At an operational level it is not clear if the schemes are able to provide an alternative to residential care or support people with complex needs and without this information it is not possible to make a judgement about their value for money. At a strategic level it is not clear how the schemes fit with integrated commissioning and older person's services more widely.

5.2 Sheltered housing

5.2.1 Care and support needs of residents

Set out below is an overview of residents' ages, gender, ethnicity and disability across the Part 1 and 2 schemes:

Part 1 schemes

- Around half of the residents are aged under 70: 17.3% aged 55 – 59; 16.2% aged 60 – 64; and 16% aged 65 – 69.
- Gender: there are large variations in the gender mix between the schemes with e.g. Rothwell Close 20% female and Ruskin Avenue 80%.
- 86.35% of residents white British.
- Disability: there are large variations in the number of residents who describe themselves as disabled with 60% at Ruskin Avenue and Kipling Mews compared with none of the residents at Bronte Mews, Eastwood Old Road and West Road.

Part 2 schemes

- Age: Part 2 schemes have an older age profile than the Part 1 schemes: 18.8% aged 85 and over; 18.3% of residents aged 70 – 74; and 17.8% aged 75 – 79.
- Gender: there are large variations in the gender mix with 23.1% female at Longmans and 32% at Keats compared with 71% at Great Mead and almost 70% at Trevett House.
- Ethnicity: 89.2% white British.
- Disability: there are large variations in the numbers of residents who describe themselves as disabled with 46.2% at Longmans and 30.3% at Furze field compared with just over 9% at Bishop House and 10% at Nayland House.

Data from the Council's Care First system shows that there are 8 residents in the Part 1 schemes in receipt of Council funded domiciliary care.

As Figure 5.1 shows, there is a much higher number of people in receipt of Council funded domiciliary care in the Part 2 schemes:

Figure 5.1: Number of recipients in receipt of council-funded domiciliary care by scheme

Name of scheme	Number of residents in receipt of council funded domiciliary care
Adams Elm	9
Bishop House	10
Great Mead	3
Kestrel House	2
Nayland	1
Nestuda	4
Nicholson House	13
Norman Harris House	4
Scott House	2
Senier House	3
Stephen McAdden House	5
The Brambles	2
The Jordans	9
Trafford House	5
Trevett House	3
Total	75

At the time the data was provided there were a total of 1,118 residents living in the Part 2 schemes. No Council funded care was being provided at Buckingham House, Crouchmans, Furzefield or Mussett House.

The Council does not hold data about residents who self-fund their care or for those receiving care from friends and relatives.

The Council funds day care for 10 residents in Part 1 schemes (all living in Randolph) and 3 residents in Part 2 schemes.

The Council has also provided 23 items of equipment in Part 1 schemes and 153 items in Part 2 schemes, including the extra care schemes.

In 2014/15 Care First data shows 32 Part 2 residents, 6 part 1 residents and 14 residents in general needs housing moved into long term care. It is not known how many of these were part or fully funded by the Council. The Part 2 sheltered schemes do not seem able to support frail older people and the numbers moving into long term care seem high based on our knowledge and work with other providers.

5.2.2 Lettings

Interviews with lettings staff and Registered Providers indicate sheltered accommodation is being let to younger more independent older people including those still working. Management staff working for Registered Providers reported few lettings issues even for small studio apartments.

There is a high demand for social housing across the Borough. As a result of this older people are more likely to have their housing need met through sheltered housing. This is because there is a lot of sheltered units compared to general needs housing, turnover in sheltered schemes is higher than general needs and schemes are located throughout the Borough.

Section 7 of this report looks in detail at the sheltered stock, however there are a high number and percentage of studio flats compared with many other local authorities. Only three schemes, Great Mead, Nicholson House and Trevett House do not have any studios and in total there are over 220 studios across the Part 2 schemes. It may only be the shortage of general needs housing that is masking potential lettings issues.

Scheme consultation meetings identified a number of residents who were offered a flat in a sheltered housing scheme without knowing it was in a scheme designated for older people. Residents accepted sheltered accommodation because that was what was available at the time they were in need. None of the residents at the consultation meetings had seen the sheltered housing brochure published by S.E.H and very few had knowledge about sheltered schemes other than the one they lived in with the exception of a former warden and residents who act as the block voice and visit other schemes for meetings.

5.2.3 Sheltered housing service

Council funding to South Essex Homes to provide a housing related support service in the Part 2 sheltered housing schemes ended in April 2016. The service is now funded as intensive housing management and eligible for housing benefit. There are 17 full time equivalent Sheltered Housing Officers working across the Part 2 schemes. Their role is to support residents to remain independent and act as a first point of contact with South Essex Homes. They also act as a response service for Careline when they are on site. Officers work across a number of schemes and a typical rota means an Officer spending two weeks full time at one of the larger schemes and the following two weeks dividing their time (morning and afternoons) across two smaller schemes.

The total annual cost of the service as part of tenant's service charge is £690,345.72 which equates to £15.96 per unit for the financial year 2016/17. It is difficult to compare costs with comparable services. Around the country landlords have put different service models in place as council funding has reduced or withdrawn. Some such as Riverside have different models across their sheltered stock following resident consultation. In London Hammersmith and Fulham schemes have a Scheme manager on duty during office hours Monday – Friday. In December 2012

the LB of Southwark consulted with tenants about developing an enhanced sheltered housing service to include full time on site wardens, overnight security, community alarm and handyperson service.

It is too early to understand how well the new Sheltered Housing Officer role is working.

At the consultation meetings with residents the only issue raised about the Sheltered Housing Officer service was in relation to Careline calls and specifically Officers not responding because they were on duty in another scheme.

5.2.4 Rents and service charges

The example in Figure 5.2 is based on the service charge at Adams Elm House.

Figure 5.2: Service charges at Adams Elm House

Charges	Cost
Communal energy: electricity	£ 2.42
Communal heating: gas	£ 1.42
Estate service	£ 6.42
Warden service	£15.96
Communal aerial	£ 0.18
Door entry	£ 0.41
Fire alarm	£ 0.45
Emergency lighting	£ 0.73
Paladins	£ 0.83
Total	£28.82

Consultation with residents highlighted issues about water and heating charges. With the exception of Adams Elm House schemes do not have water meters and residents have raised issues about the cost. South Essex Homes are working with the water company to move from property rateable value to assessed charges or water meters.

In March 2016 the High Court judged that Southwark Council had overcharged residents prior to 2013 and was reselling water. The overcharging is for reductions in costs for voids and the Council's administrative fee which were not passed on to residents. The judgment may impact on a number of social landlords.

All sheltered residents were overcharged for heating and refunded based on length of tenancy for charges between April 2009 and March 2015. Residents at the consultation meetings said they had not received a detailed breakdown of their individual refunds. The overcharging was discovered as a result of un-pooling scheme service charges and a move to scheme specific charging.

A big issue for residents raised through the consultation work was about transparency of charges. Residents provided examples of what they see as reductions in service e.g. a shift away from on-site caretakers but no corresponding

reduction in charges. At present residents are not provided with a detailed service charge breakdown to help them understand how the weekly charge is calculated.

5.2.5 Housing-related support

The Council currently contracts with a number of providers of social rented sheltered housing for the provision of housing related support services. Figure 5.3 sets out the details.

Figure 5.3: Housing-related support by scheme

Landlord	Scheme name	Weekly unit price	Number of units funded	Annual contract value
Anchor Trust	Clough House	£4.49	27	£6,315.77
	St. Peter's Court	£5.27	23	£6,324.23
CWL	St. Margaret's	£14.42	10	£7,519.00
Riverside Care & Support	Churchgate	£10.39.	18	£9,751.76
Estuary HA	Cascades	£7.37	24	£9,223.03
Genesis HA	Charlotte Mews	£6.15	18	£5,722.21
	Elizabeth Tower	£7.29	16	£6,081.94
	St. Francis Court	£10.39	24	£13,002.33
	Catherine Lodge	£14.62	23	£17,533.56
Jewish Care	Shebson Lodge	£15.73	13	£10,662.69

In addition, the Council contracts with two providers for the delivery of housing related support services in two Very Sheltered/Extra Care housing schemes. Figure 5.4 sets out the details.

Figure 5.4: Housing-related support in very sheltered/ extra care schemes

Landlord	Scheme Name	Weekly unit price	Number of units funded	Annual contract value
Estuary HA	Leyland Court	£40.79	23	£48,918.35
Genesis HA	Catherine Lodge	£43.87	27	£61,762.69

In all instances Council grant is paid in respect of residents who are in receipt of housing benefit or eligible for Council funded adult social care services. Non eligible

residents are required to self-fund the cost of housing related support services. The majority of residents at each of the schemes are funded by the Council. Figure 5.5 shows the total contract funding for each landlord and the total annual cost to the Council.

Figure 5.5: Total contract funding for each landlord

Name of Landlord	Total contract value
Anchor Trust	£ 12,640.30
CWL	£ 7,519.00
Riverside Care & Support	£ 9,751.76
Estuary HA	£ 58,141.38
Genesis HA	£104,152.74
Jewish Care	£ 10,662.69
Total	£202,867.87

The Council previously funded services in Council owned sheltered schemes but this was discontinued in April 2016. The Council continues to fund Careline for residents in receipt of Housing Benefit or those eligible for adult social care services funded by the Council.

The current contracts have been extended up to 31st March 2017 by exception. They cannot be further extended and if the Council wishes to continue to contract services a procurement exercise will be required.

Researchers interviewed the following stakeholders about the current contracts:

- Yvonne Adams – Contracts Manager, Southend Council
- Shidaa Adjin-Tetty – Older Person’s Commissioning Manager
- Vivienne Cornelius – District Manager, Anchor Trust
- Pam Potter, Area Manager, CWL Housing
- Linda Potter, Area Manager, Riverside Care and Support
- Louise Glover, Estuary Housing
- Ann Hayes, Service manager, Genesis Housing

Phone calls and e-mails were sent to the Manager at Shebson Lodge, managed by Jewish Care but it was not possible to arrange an interview.

The contracts are managed by Council staff formerly in the Supporting People team and now in the Integrated Commissioning team.

Staff interviewed from national providers such as Anchor Trust, Riverside and Genesis were all familiar with funding being reduced or withdrawn. The approach adopted by Anchor is to continue to provide the service and to charge for it as a service charge item. Riverside has adopted different approaches on a scheme by scheme basis including:

- Providing a caretaking service

- Intensive housing management service eligible for Housing Benefit
- Basic housing management only

At the time of the interview Riverside were concluding an internal review of scheme services with the aim of having a more strategic approach. The outcome of that process is not known.

At Genesis they have reverted to providing a basic housing management service where funding has been withdrawn.

Local providers such as Estuary were less clear about their approach. CWL stated that they would keep the Scheme Manager on site and consult with residents.

Locally Essex County Council has reduced funding for support services in sheltered housing, Thurrock Council has withdrawn funding for new residents but continues to fund a service for existing residents. London Boroughs such as Lambeth, Southwark and Bromley have all withdrawn funding in sheltered housing. Around the country Councils are reviewing services and funding is being reduced or withdrawn.

In Southend-on-Sea, moves into sheltered housing appear to be primarily to access suitable accommodation rather than to access support services. This was confirmed by providers who stated that new residents (with the exception of the two Very sheltered/Extra care schemes) were generally independent including some who were still working. Discussions with Choice Based lettings staff and the housing related support Contracts Manager confirm this. However, as residents age some of them do need support. Contract monitoring data includes information about the numbers of residents helped to access care packages, falls prevention services and occupational therapy assessments.

Key findings are as follows:

- Providers are expecting funding to be reduced or withdrawn
- There is a big variation in the weekly unit price paid to providers (disregarding the higher level of service funded at Leyland Court and Catherine Lodge)
- Eligibility for Council funding is based on eligibility for Housing Benefit rather than a need for a service
- Leyland Court and Catherine Lodge appear to be meeting the needs of frailer older people including helping to keep them out of long term care
- Overall expenditure is in excess of £200,000 per annum and it is not clear if this is providing the Council with value for money

5.3 Careline

Careline is the community alarm service operated by South Essex Homes. They are accredited members of the Telecare Services Authority (TSA). Careline provides a service to all residents in the Part 2 sheltered housing schemes as a condition of their tenancy. The charge for the service is £1.30 per week which is for a call monitoring service.

The hard wired alarm equipment in the Part 1 schemes was decommissioned and not replaced. Residents were given the choice of a dispersed alarm and this is also offered to new residents at tenancy sign up. Only 173 residents in the Part 1 schemes has a dispersed alarm (lifeline).

Careline also provides a service to other social landlords in the Borough and out-of-hours repairs services for Council properties.

Non-residents can buy or rent a service from Careline, currently £11.27 per month (rental £4.77 and monitoring £6.50) plus VAT. Older or disabled customers may be eligible for VAT exemption.

Consultation with residents in the sheltered schemes included some feedback about the poor quality of the Careline service. This included residents contacting Careline and some confusion about whether or not a Sheltered Housing Officer would respond. Officers will only respond when they are on duty in the scheme from which a call has been made. Unlike some other community alarm service which have mobile response units Careline does not offer a 24/7 response service.

5.4 Resident consultation

The culture in the sheltered schemes is very traditional and consultation and resident engagement includes residents being nominated to act as the 'block voice. They are invited to attend regular meetings and discuss issues with staff and residents from other sheltered schemes. This is useful but has its limitations since they cannot represent everyone at their individual schemes and it is difficult and time consuming to provide feedback to all the residents in their respective schemes.

At the consultation meetings researchers held at schemes it was clear that residents were keen to engage with the Council and South Essex Homes.

The Housing LIN has a number of publications about resident involvement and consultation including a good practice guide for Providers and Commissioners, commissioned by a former Department of Communities and Local Government Sheltered Housing Working Group.

http://www.housinglin.org.uk/library/Resources/Housing/Support_materials/Other_reports_and_guidance/Sheltered_Housing_Consultation_Guide.pdf

Six key messages from the research publication are:

- The importance and value of being involved – effective involvement and consultation leads to a greater ownership and empowerment of residents, in turn leading to increased satisfaction and individual well-being.
- Establish a range of options – this ensures providers and commissioners are better able to capture and address the input from a diverse range and increasing numbers of residents;
- Continuum of involvement – this does not mean that involvement methods higher up the continuum are intrinsically better, rather that offering a wide

range of activities helps in establishing a long-term sustainable commitment to resident involvement;

- Scope and scale of decision making – reviewing and challenging the decisions that could in fact be delegated to residents will strengthen the involvement process.
- Influencing external bodies – as external organisations are often also stakeholders within sheltered housing, positively involving residents can result in stronger relationships and an additional positive benefit to stakeholders, who gain more in-depth knowledge and understanding of residents which in turn may better support their own external roles;
- Resourcing – time, energy and commitment are invaluable resources. If the whole organisation ‘buys-in’ to the process, involvement becomes more meaningful and effective – but the implications for staff and managers in terms of their time, commitment and energy need to be identified and factored in.

The research also includes case studies and examples of different approaches to involvement as well as defining some of the terminology to explain what terms mean and what they can achieve. The aim is to shift organisations from a paternalistic approach which assumes professionals know best to one that fits with self-determination, personal responsibility and maintaining independence.

The Housing LIN has also published guidance about resident involvement in extra care housing.

Providers including Joseph Rowntree Housing Trust, Family Mosaic, Sanctuary and Peabody have all published resident involvement and consultation strategies which are available on the internet.

5.5 Community role of sheltered housing

The sheltered housing service is focused on residents and PFA were not aware of a wider community role for the schemes or the service. Some providers including ALMO’s have developed programmes of social and health related activities using the lounges in sheltered housing schemes as meeting places. These range from low level fitness classes through to services designed to improve the lives of older people with dementia and their carers.

5.6 Recommendations

5.6.1 Extra Care Schemes

The two Council run extra care schemes are both very small with only 15 units and the costs to the Council of commissioning care on site 24/7 is over £380,000 per annum (rents and service charge are paid for by residents either self-funded or by Housing Benefit).

There are two options for the schemes:

- For them to become part of integrated commissioning and aimed at people who would otherwise need to move into a care home. This should improve allocations and reduce voids. This may mean increasing care costs to include waking staff on duty at night to provide care. A cost benefit analysis will be required to determine how many residents would otherwise be in a care home placement funded by the Council and aggregated up to determine if the costs are more or less than those being paid under the current contracts.
- De-commission the schemes as extra care and let them as sheltered housing.

In addition to the Council schemes two Registered Providers Estuary Housing and Genesis manage Leyland Court and Catherine Lodge both of which are aimed at providing frail older people with an alternative to residential care. It is recommended that discussions take place with both providers to agree future funding for care and support services. There is potential at Catherine Lodge to increase the number of residents currently receiving an enhanced service (only 30 out of a total of 55 units receive the service).

Extra care housing needs a more explicit role and marketing to older people and their carers and to be understood by staff working across housing and adult social care. Schemes should be on the Council website with a link to the Elderly Accommodation Counsel website for more information (the EAC data will need updating as all four are currently described as sheltered housing).

5.6.2 Sheltered housing service

Sheltered housing services in the Borough would benefit from having a more strategic role to play in supporting older people to remain independent. This is the case for the Council schemes and those managed by RP's and small charities.

Actions include:

- Developing a shared vision and strategic role for sheltered housing across the Council, SEH and other providers. This could include some basic monitoring about falls and falls prevention, referrals to adult social care and admissions into care homes (this data is currently collected from the RP's as part of the housing related support contracts).
- Improving information on the Council website to include names and addresses of schemes and the organisations that manage them and a link to the Elderly Accommodation Counsel website to get more information. Making clear what services are on offer in sheltered housing and providing examples of costs.
- To start discussions with each of the sheltered housing providers whose support services receive Council funding to understand how they would like to deliver services from April 2017 and what assistance they are looking for from the Council. Any future funding should be equitable across providers and focussed on residents outcomes rather than their eligibility for Housing Benefit. Going forward services could be funded by the Council under a

contract or through providers shifting to an Intensive Housing Management Service funded by Housing Benefit for residents who are eligible.

- Improving consultation with residents in the Council sheltered schemes including providing all residents with a detailed service charge breakdown so those who wish to can understand how their money is being spent and engage with S.E.H about setting future priorities.
- Providing residents with greater clarity about service standards for repairs.

5.6.3 Careline

As part of the sheltered housing service the role of Careline should be clarified to make clear to residents that the standard service is monitoring only with the exception of Part 2 schemes when the Scheme Officer is on duty and s/he may be able to provide a response service.

The information about telecare on the Council website could be improved to provide more local information. Currently the link takes people to a film clip showing the service in North Yorkshire.

There is potential for Careline to grow its services as part of the wider plans for the Council's trading company. It could have a more explicit role in supported older people to return home from hospital with or without telecare devices and could be promoted to self-funders as part of the Council's duty to provide advice and information. Housing LIN case study 87 about Eden Independent Living includes a community alarm service alongside domiciliary care and handyperson services:

http://www.housinglin.org.uk/library/Resources/Housing/Practice_examples/Housing_LIN_case_studies/HLIN_CaseStudy87_Eden.pdf

If it is determined that Careline is not part of the Council's wider plans the Council could consider commissioning monitoring services from outside the Borough.

6. Technical appraisal

This section of the report considers what is involved in strategic property asset management and goes on to provide a technical appraisal of the Council Part 1 and 2 sheltered housing schemes.

In 2008 the Royal Institution of Chartered Surveyors produced a publication entitled 'Public Sector Property Asset Management Guidelines', which was revised and updated in 2012. Whilst primarily focused on the commercial property portfolio, the document can be equally relevant to housing stock.

In this publication the RICS set out to define the differences between a strategic forward looking approach to the management of property assets, as opposed to the traditional approach to the maintenance and upkeep of properties. The paragraphs below are taken from the RICS document and along with the graphic attempt to describe this approach.

6.1 RICS property asset management and property management

There is consensus about the basic characteristics of strategic property asset management for land and buildings, but to distinguish this process from property management is more difficult. Figure 6.1 assists in explaining how these management processes interrelate.

Many of the day-to-day property management activities which keep a facility operational are shown at Level 3. These may be carried out by contractors who will be procured by the property manager, often on a portfolio wide basis in order to reduce the number of suppliers. It is the job of the property manager to ensure that these services are efficiently delivered and that the facility meets the requirements of customers and staff. Across a portfolio, the property manager will oversee many facilities, perhaps with buildings and transactions managers taking care of maintenance.

Level 2 activity defines the property manager's support role for a number of properties and emphasizes the delivery of this critical activity for accommodation, perhaps across a whole organisation.

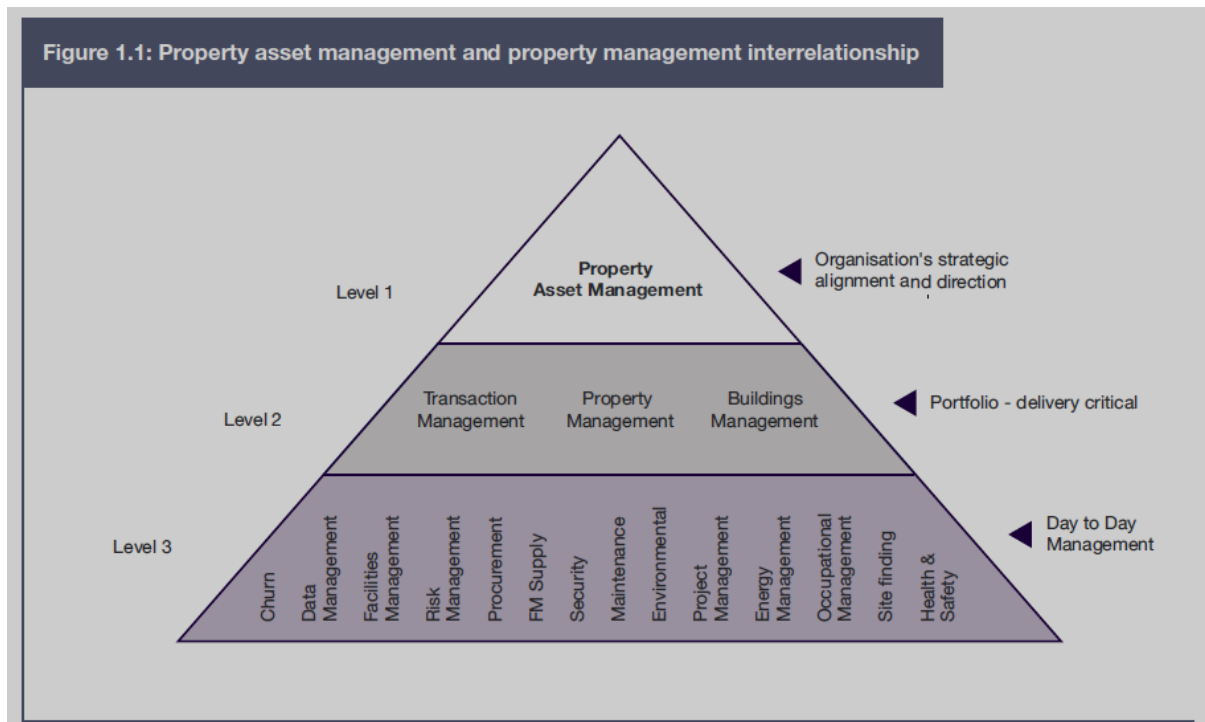
Level 1 - In contrast, the property asset manager ensures that the property asset base of an organisation is optimally structured in the best corporate interest of the organisation and in the case of housing stock, that it should serve the best interests of the relevant population.

The brief of the Asset Manager should be to align the property asset base with the organisation's corporate goals and objectives, shown at the apex of the diagram at Level 1. The job requires business as well as property skills and so it is not imperative that the role is filled by a property professional. However, it is essential that the property asset manager does have an overall knowledge of and experience in property matters. The property asset manager does not respond solely to the

requirements of any particularly operating part of the organisation, but rather, takes all requirements of the authority into account and tries to deliver the optimal solution in terms of the overall operational (including financial) goals and objectives.

The level 1 Asset Management role has an executive orientation. It is a corporate activity and should balance operational and financial requirements with the needs of both the property assets and tenants. The result should produce a match between the business plan and accommodation need.

Figure 6.1: Property asset management and property management interrelationship



Copyright RICS

PFA have been provided with a copy of a 'SEH Asset Management Strategy' dated November 2013. This sets out a strategic approach similar to the model proposed by RICS above, with the added dimension essential for social housing providers, which is a customer focused approach. Within the SEH strategy there are references to ways of working and tools that will be used. It appears that due to financial constraints, including not replacing some staff that leave, many of the stated aims and ways of working set out in the 'SEH Asset Management Strategy' document are not currently in place.

Following a strategic asset management approach (including work such as this borough wide review into sheltered housing provision), supported by appropriate tools and staff who understand and are committed to this way of working, will help ensure future stock investment decisions are only made after taking all relevant factors into account.

6.2 Technical appraisal of SEH sheltered housing stock

The stock is divided into two main categories. This is a standard approach in housing for older persons. The Part 1 stock is meant to be for more independent living, whereas the Part 2 stock can provide more facilities and support, where needed. There are also two small 'Extra Care' facilities, which have been converted from former Part 2 schemes.

Good quality financial information for the schemes was received from SEH allowing thorough desktop analysis supported by scheme visits. Information obtained from the Stock Condition Survey and historic spending records was compiled into a master spreadsheet and analysed at unit cost level.

Our standard methodology also requires the completion of a basic property survey⁸ for each scheme by local staff. In this instance the forms were not completed and similar information had to be gathered by PFA. All information is fed into a spreadsheet that uses a balanced scorecard approach to rate each property against a series of relevant attributes.

Using the observational and factual data which has been pulled together, this allows comparisons to be made and a picture for each scheme begins to emerge together with a general overview of the whole stock.

Schemes are generally well maintained, with the usual focus on 'Decent Homes' compliance and following Stock Condition Survey (SCS) forecasts for renewal programmes. It should be stated that any SCS is a relatively blunt instrument and rather than following forecasts, a review of outputs should always take place to ensure investment decisions are based on both current physical condition and business need.

Reports on future investment needs were obtained from the SCS and analysis of this was taken into account in the following options appraisal. Highlights abstracted from this information are:

- Current backlog on capital investment for 41 schemes = £4.45m
- Total spend on upkeep of 41 schemes required over next 30 years = £39m
- Average annual responsive repair spend over past 6 years = £364 / unit
- Highest spend per unit average over 6 years; Bronte Mews = £659 / unit

On the capital investment side, a positive outcome has been the decision to convert bathrooms to shower rooms in Part 2 flats. The majority of residents liked their new showers and it will mean flats are more able to meet the needs of residents as they age.

Where money has been invested in photo-voltaic solar panels, it is presumed these can be removed from schemes that may be de-commissioned at some point in the future and re-used elsewhere.

There is a general issue with the Part 1 flats and in particular their fundamental suitability for older people because of lack of lift access to the upper floors including 3-storey blocks.

⁸ The PFA 'Property Survey' is designed to capture local knowledge from the commissioner's staff. It is easily completed by persons without a technical background.

Key issues for Southend are:

- The SEH Asset Management Strategy document is in need of updating and should reflect current practice.
- Southend could benefit from producing 'A vision for the future of housing for older people in the Borough'. This would provide clarity about the future role of specialist housing for older people and help to inform future investment decisions such as directing funding into long term sustainable projects.
- Consideration should be given to the long term sustainability of schemes when components are renewed.
- All future reinvestment decisions should be based on a considered business case backed up with figures to show a likely return on capital investment. At present investments are reportedly made in line with Stock Condition Survey reports.
- Individual scheme decisions should be taken in the context of the whole estate and the wider impact of any decision – both positive and negative
- Consideration should be given for change of designation to upper floor flats without mechanical vertical access to general needs housing. It is recognised that this will raise issues about 'Right to Buy' and the potential of future sales to private landlords.

7. Options Appraisal

PFA has sought to take a holistic approach to this sheltered housing review, integrating technical information and cost forecasting with the broader context of a wider set of factors impacting on schemes such as location, local demographics and demand.

The recommendations set out in this section are based on consideration and analysis of the following:

- Findings from physical and virtual surveys of properties which provides baseline data and analysis of Asset Management data.
- A review of the stock against the following criteria:
 - Accessibility to flats and common parts of the buildings for older people including wheelchair users
 - Access to local services and facilities
 - Suitability of each scheme for current and future residents
 - Future planned and cyclical maintenance costs
 - A comparison of current stock and future needs and aspirations of older people
- Findings from the resident consultation meetings, telephone calls and emails to and from residents.
- Choice based lettings data to understand demand for sheltered and general needs housing for social rent.
- Demographic analysis of the current and predicted future older population.
- The local housing market including older person's tenure, house prices and the housing circumstances of older people.
- The availability of specialist housing for older people for rent and sale.
- An overview of care and support services in Southend designed to support older people's independence.
- Local strategies and plans that impact on future services for older people
- Consideration of national policy and good practice.
- The fact that all schemes are letting including over 200 studio units in the Part 2 schemes means that the Council can take a pragmatic and phased approach to upgrading, change of use or decommissioning based around schemes as they start to get lettings problems and come to the end of their natural life.

Following on from the technical appraisal summarised in Chapter 6, PFA looked at each scheme individually and also in the context of the wider stock portfolio. This is summarised in Appendix 4.

This section of the report summarises the findings of the review exercise and provides recommendations for each SEH scheme using a traffic light system:

- Schemes with a green traffic light
- Schemes with an amber traffic light
- Schemes with a red traffic light

This information can be used to inform the vision for housing for older persons in the borough. Timescales for addressing each of the recommendations would be subject to both budgetary and human resources constraints. The report indicates suggested priorities. However, it would be for the Council to decide on the overall timescale they believe is realistic to achieve stock transformation.

7.1 Schemes with a green traffic light

Figure 7.1 lists the schemes PFA recommends to retain as sheltered housing, along with a description of the scheme to justify this recommendation. All these schemes consist of properties with lifts or level access and one bedroom.

Figure 7.1: Schemes to retain as sheltered housing

Scheme Name	Description
Great Mead	In a good location at the East end of the borough, close to Shoeburyness with excellent local facilities close by. A medium size scheme with 48 flats.
Nicholson House	A good scheme close to the town centre. This large scheme has 96 one bedroom flats. Some issues about security in the scheme were raised at the resident consultation meeting.
Trevett House	In a good location on Southchurch Road with local amenities and, close to the town centre. Relatively small with 29 flats.
Bungalows (all areas/ schemes)	Bungalows continue to be desirable, but smaller one bedroom bungalows will become an increasing issue in the medium term and options will need to be explored on a location by location basis. Repair costs are generally high at the bungalow stock and the reasons for this should be investigated.

7.2 Schemes with an amber traffic light

7.2.1 mainly one bedroom flats – possible remodel and conversion of studios flats

Figure 7.2 lists the schemes where more than 50% of the flats are one bedroom and some remodeling may be possible to upgrade studios and convert the whole scheme to one bedroom flats. This would be subject to a detailed feasibility study.

Figure 7.2: Schemes for possible re-model and conversion of studio flats

Scheme Name	Description
Adams Elm House	In a good location on London Road, Leigh on Sea. This is a large scheme with 87 flats, 42% of which are studios. As this is a relatively high proportion it may be difficult to devise a cost effective solution.
Bishop House	There are a total of 77 properties at Bishop House, 16 of which are deck access flats separated from the main scheme by a grassed area. In the main block there are 19 studio flats and 42 one bedroom flats. The property is in a good location and it is envisaged a remodelling study could produce a cost effective solution that would ensure long term sustainability for this property.
The Jordans	Situated in a convenient location for transport and also close to the bungalow schemes at Cedar, Kipling and Bronte Mews.
Kestrel House	Located in the same district as Great Mead. In a good location close to local amenities, only 5 of the flats are studios.
Norman Harris House	Close to the town centre and seafront, this is a relatively small scheme with 28 units, 6 of which are studios.
Scott House	Located at the north end of the borough near to Bishop House. A larger scheme with 58 flats. The scheme is split into a main block with a lift and external flats. The external block may be better suited to general needs use.

7.2.2 Smaller schemes and schemes with a high proportion of studios where the long term future must be considered

These are schemes that could be highlighted in a vision for the future housing of older persons in Southend-On-Sea as possible redevelopment opportunities.

Figure 7.3 lists the schemes recommended by PFA for a more in depth appraisal to determine their future.

Figure 7.3: Schemes for further in depth appraisal to determine their future

Scheme Name	Description
The Brambles	In a good location for transport being situated on the main A1159. This medium sized scheme has 39 flats 19 of which are studios. Being on a compact site, remodeling could prove difficult.
Buckingham House	A small scheme on the west side of the town centre. There are 28 flats, 14 of which are studios. The internal environment is quite institutional with a lot of painted concrete blockwork throughout the communal areas.
Crouchmans	A larger scheme, close to Great Mead and Kestrel House. 60 units, half of which are studios.
Furzefield	A smaller scheme with only 28 units on a tight site tucked away at the end of a cul de sac. Slightly remote from facilities, the property has quite an institutional feel with painted concrete blockwork throughout the communal areas. Of the 28 units, 8 are studios, the property has limited potential for remodeling.
Keats House	A small scheme with 24 units, 20 of these are studios. Close to Shelley Square. This scheme has had previous investment to remodel as an extra care scheme but care was never commissioned on site.
Mussett House	A pleasant but very small scheme close to London Road in Leigh on Sea. 21 units, with 11 of these being studios. Limited potential for remodeling on a relatively small site.
Nayland House	Located at the north side of the borough. This small scheme has 27 units, 13 are studios. Built in the early 60's the property has limited potential for remodeling.
Nestuda House	Located on the far north west tip of the borough, the property has 20 studios out of a total of 29 flats, the highest percentage of all the schemes. Remodeling such a large number of studios into one bedroom flats is unlikely to be a practical proposition.
Senier House	A very small scheme converted and extended from a large private house and located in Leigh on Sea. The scheme has 20 units, 5 of which are studios.
Stephen McAdden House	In a good central location within the borough and occupying a site surrounded by Council owned land that could be developed for older persons housing. There are 66 units, 50% of which are studios.
Trafford House	One block down from London Road, close to Yantlett and Adams Elm House, this is a very small scheme of 26 units in a desirable area. 13 of the units are studios.

7.3 Schemes with a red traffic light

7.3.1 Schemes where some of the properties could be let as general needs

Generally, this is all flats without level access (mainly Part 1 properties) – either upper floor flats without vertical mechanical access arrangements, or isolated ground floor units with long external travel distances from vehicular drop off points.

Where change of use renders communal facilities redundant, these could be redeveloped into additional lettable units, used as additional communal facilities or where possible, let on commercial leasehold terms.

Figure 7.4 lists the schemes recommended by PFA for consideration to let some units as general needs.

Figure 7.4: Schemes that could be let as general needs

Scheme Name	Description
Avon Way / West Road	These flats are deck access blocks adjacent to one another located close to a shopping parade in Shoeburyness. Three storey blocks without vertical mechanical access, these properties are unsuitable for long term older person's accommodation. There are a total of 40 units.
Bradfordbury / Eastwood Old Road / Rothwell Close	2 storey flats in blocks of 4 with a common access. There are also communal facilities within the site. Located close to the Westwood extra care scheme. There are a total of 40 units in 10 blocks.
Cedar Close / Dickens Close	28 flats in Cedar Close, 32 in Dickens Close. Located approx. 400 metres apart at either end of a road containing mainly houses. These are two blocks of 3 storey flats each with 6 flats with the same shared access – a total of 24 flats in the three storey blocks. The remaining flats are in adjacent 2 storey blocks with 4 flats per block.
Kingfisher Close / Sandpiper Close	2 adjacent schemes with a shared communal block between. Located close to Great Mead and Kestrel House, these are recently refurbished two storey blocks with 8 flats in each block.
Nursery Place	In a good location on Southchurch Road close to Nicholson House and Trevett House. A three storey building with a total of 36 flats accessed by 4 separate staircases. There are communal facilities on the ground floor. Access makes the building unsuitable for older persons housing.

Scheme Name	Description
Randolph Close	Two storey flats, similar to general needs properties adjacent to the Bradforbury scheme. These flats have individual access to each unit. The upper flats are not suitable for older persons housing.
Shelley Square	Similar to the 3 storey units at Cedar Close, access makes the property unsuitable for older persons housing. There are two 3 storey blocks 24 flats accessed by 4 separate entrances. A further two blocks of 2 storey units, containing four flats each, are somewhat isolated set behind housing at the rear of Shelley Square.
Sherwood Way	Probably the most challenging and least desirable of the Part 1 units. Similar in design to the Avon Way / West Road flats, these are deck access blocks. There are 24 units in the 3 storey blocks and a further 8 units in 2 storey deck access blocks.
Snakes Lane	Located in the north west corner of the borough close to local facilities. These are a series of deck and shared access flats in two storey blocks. This is a big site with good potential for complete redevelopment. A feasibility study into potential uses for the site is recommended.
Yantlet	Located on London Road close to Adams Elm House. Previously Part 2 accommodation and redesignated as Part 1. This large 4 storey deck access block does have a single lift, however each flat has a large step at the front door to gain access to the flats. There are also 4 flats in a 2 storey block attached to the main building that do not have access to a lift. There are a total of 42 units at this scheme.

7.3.2 Schemes with potential for redevelopment

Several sites have potential for redevelopment, including:

- Schemes which cannot be remodeled to become fit for purpose.
- Schemes which are adjacent to Council owned land and buildings which could be developed to provide a range of types and tenures of housing for older people. Around the country there are examples of local authorities working with providers such as the Extra Care Charitable Trust, Anchor and others to develop care villages.
- Schemes which in future require major investment, where the outcome of a detailed appraisal and feasibility study may be to decommission and redevelop the site. There are some schemes which have a large site footprint

with open spaces at the front and/or large gardens at the rear. These currently place a heavy burden on the service charge for grounds maintenance. There is potential to either add additional units or to undertake a more ambitious site re-design to include different types and tenure of housing.

7.6 Former warden properties

Former warden properties should be let as general needs housing or converted to provide additional accommodation for older people (taking account of earlier recommendations about the future of some schemes).

8. Conclusions

Key issues for the Council are:

Strategic – developing a vision and strategic role for sheltered housing, extra care housing and Careline set within the wider local context of integrated commissioning of services for older people across the Borough and the re-design of housing and adult social care services. This will set the context for the recommendations set out in the Options Appraisal for individual sheltered schemes owned by the Council.

Operational – making changes to services in sheltered and extra care housing, managed by SEH and Registered Providers to improve outcomes for residents and ensuring better value for money for the Council.

Appendix 1: Policy Context

A1.1: Housing

Central government has begun to acknowledge the importance of older people as a population group in the housing market.

The Housing Green Paper (Homes for the future: more affordable, more sustainable, DCLG, July 2007) has a specific section on housing for an ageing population (chapter 6, paragraph 9) which states that “a substantial majority of new households in many regions will be over 65”.

Lifetime Homes, Lifetime Neighbourhoods: A National Strategy for Housing in an Ageing Society was published by DCLG, DH and DWP in February 2008. DCLG believes that this growth in older households may be the most significant driver of the housing market over the next 20 years

Government action is based on three key areas:

- Providing support for people who want to stay at home (e.g. Disabled Facilities Grants and handyperson services)
- Information and Advice (e.g. First Stop National Housing Advice Service)
- Increasing choice for older people who want to move

Laying the Foundations: A Housing Strategy for England (DCLG 2011) reaffirms the government’s commitment to older people’s housing. The strategy makes an explicit commitment to “encourage local authorities to make provision for a wide range of housing types across all tenures, including accessible and adaptable general needs retirement housing, and specialised housing options including sheltered and Extra Care housing for older people with support and care needs.”

In 2014 DCLG commissioned external research and policy development on older people’s housing. A key driver for this was to look at how the volume of suitable housing for older people could be increased across all tenures.

The Government concluded that ‘doing nothing is not an option’, (speech by Terrie Alafat, Director of Housing DCLG, to the Northern Housing Consortium, conference October 2014), and that investment in both specialist and general needs housing that meets the aspirations of older households and is fit for the future makes economic sense.

DCLG has identified the benefits of specialist housing for older people to health and social care:

- On average extra care residents spend less time in hospital
- It is estimated the NHS could save around £75,000 per unit of supported housing

- 19% of older people receiving care at home go into institutional care compared to under 10% of those in extra care housing

Similarly, the 'Housing our Ageing Population: Panel for Innovation (HAPPI)' report of 2009 jointly published by DCLG, DH and the Homes and Communities Agency (HCA) sets out comprehensive guidance on addressing the housing and support needs of older people in a significantly different direction to historic provision, including:

- The provision of housing to help older people to maintain their chosen lifestyles
- Safe, secure, healthy and attractive environments, close to the shops, amenities and social networks
- Homes that are easy to maintain and that can be adapted to changing needs
- Helping older people to be in control of their lives and to make their own decisions about housing and support

HAPPI 3⁹, published in June 2016, sets out the following recommendations for local government and housing associations:

Local Government

- **Councils** need to ensure their Local Plan gives the necessary priority to older people's housing needs – not least as a core component of any new settlements – and that new developments of retirement housing embrace HAPPI design principles.
- **Exemption of retirement housing** from the requirement to build Starter Homes – or to pay a commuted sum in lieu – would provide the opportunity to prioritise this age group. It is important too, to recognise that the Community Infrastructure Levy must not threaten the viability of such developments.
- **Health and Wellbeing Boards** are ideally placed to promote age-exclusive housing and technology-enhanced care services that combat loneliness, prevent the need for residential care and reduce requirements for domiciliary care.
- **Council/ALMO** house-building and Council support for housing association development for older tenants can free up affordable, under-occupied family homes – for example, with bungalows on infill sites within estates – achieving solutions for both younger and older households.

Housing Associations

- **We call on all** the major housing associations to recognise the scale of unmet need for housing in all tenures for older people which they can address as trusted, regulated, experienced providers.
- **We urge the sector's** representative bodies – such as the Chartered Institute of Housing and the National Housing Federation – to be advocates for older people's housing, with government and with those networks representing house builders and retirement housing operators.

⁹ All Party Parliamentary Group on Housing and Care for Older People 'Housing our ageing population: Positive Ideas HAPPI 3 Making retirement living a positive choice', June 2016.

- **As innovative providers**, housing associations could move forward in introducing ‘care ready’ features and could use new connected home technologies to provide greater autonomy and control.
- **We encourage more housing associations** to use their development skills and experience to assist the fledging “senior co-housing movement”, custom building for groups of older people.
- **We call on the housing associations** to forge strong partnerships with their local authorities – including new Combined Authorities – and with institutional investors, with developers and with the Homes and Communities Agency and GLA, to make a very real difference to the housing of our ageing population.

A1.2: Adult social care

The Care Act 2014 has been described by the Government as ‘the most significant reform of care and support in more than 60 years.’ Key responsibilities for Local Authorities include better health and social care integration.

The Care Act also requires Local Authorities to promote wellbeing, prevent the need for care and support, provide information and advice and facilitate a vibrant, diverse and sustainable market of care and support provision.

The Better Care Fund was announced in June 2013 to drive the transformation of local services to ensure that people receive better and more integrated care and support. The fund consists of at least £3.8 billion to be deployed locally on health and social care through pooled budget arrangements between local authorities and Clinical Commissioning Groups. All plans should be signed off by Health and Wellbeing Boards and by constituent Councils and Clinical Commissioning Groups.

The Better Care Fund offers a substantial opportunity to bring resources together to address immediate pressures on services and lay foundations for a much more integrated system of health and care delivered at scale and pace. But it will create risks as well as opportunities. The £3.8 billion is not new or additional money. Guidance makes clear that the Better Care Fund will entail a substantial shift of activity and resource from hospitals to the community.

The NHS Five Year Forward View sets out the future for the NHS and Clinical Commissioning Groups (CCG’s) are required to publish a five-year Sustainability and Transformation Plan which focuses on care in primary care and community based settings and a one-year Operational Plan.

Reducing the demand for health and care services, by enabling people to enjoy a healthy and active life within their communities, is a key priority for the NHS and social care system.

For local authorities and the NHS key outcomes are to achieve:

- Reductions in the numbers in long term residential and nursing home care and increasing alternatives such as extra care housing

- Successful reablement (intensive support to help individuals regain independence following illness and/or hospital stay)
- Achieving identifiable benefits in relation to prevention initiatives that promote independence and self-care and reduce reliance on costlier publicly funded services

The Coalition Government (Department of Health) published its Vision for Adult Social Care in November 2010 with a statement of the purpose of care services and it includes a clear steer for the further development of Extra Care housing.

A1.3: Welfare Reform

Until recently welfare reform has not impacted on sheltered housing as changes have been aimed at working age adults rather than older people. However the government's proposed changes to rents will impact on supported and sheltered housing, including:

- **Local Housing Allowance Cap**
In the Spending Review the Chancellor outlined plans to cap the amount of rent that Housing Benefit will cover in the social sector to the relevant Local Housing Allowance (LHA). In March 2016 the Government announced a 12-month delay on its proposals to bring supported housing rents in line with local housing allowances
- **1% rent reduction**
January 2016 the Government agreed to exempt supported housing for a year from the rent cap due to come into place for social rented accommodation in April 2016

A decision on revenue funding for supported housing is expected in the Autumn. Welfare reform is impacting on Registered Providers' appetite and ability to develop supported housing schemes, with some deferring decisions until the position about the applicability of rent reductions and Local Housing Allowance is known.

Appendix 2: Demographic and Market Analysis

A.2.1 Introduction

This demographic and market analysis includes data for Southend-on-Sea local authority area and the 19 ward areas that make up Southend-on-Sea. The local authority data has been compared with regional and national data to provide context.

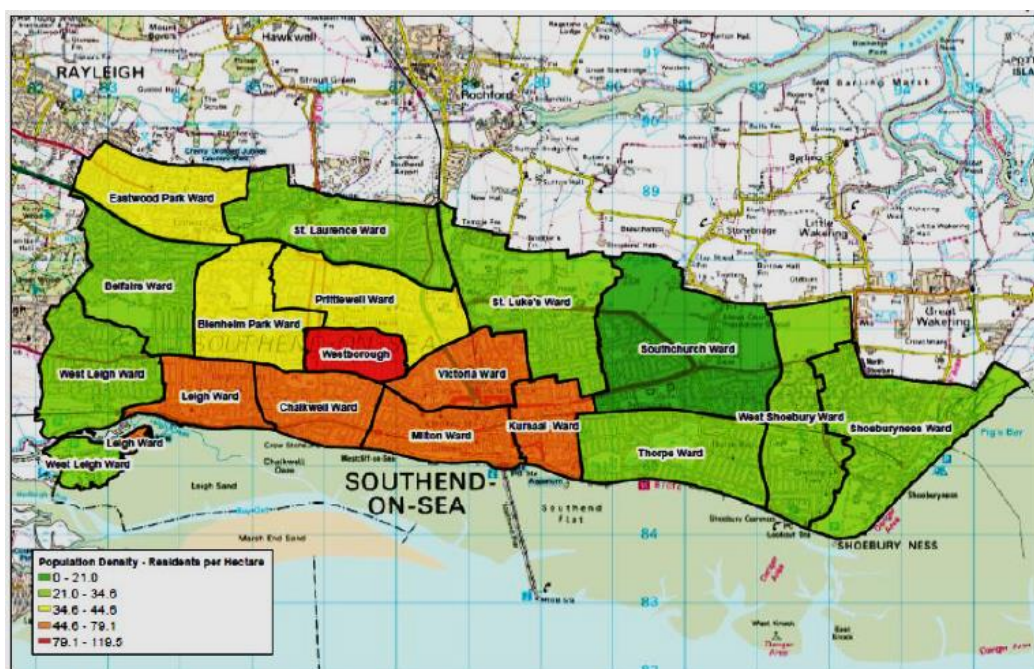
This appendix provides further detailed information to the summary provided in Section 3 of the main report.

Figure A2.1 provides a list of the ward areas within Southend-on-Sea and Figure A2.2 identifies these wards on a map.

Figure A2.1: Southend-on-Sea Wards

Belfairs Ward	St Luke's Ward
Blenheim Park Ward	Shoeburyness Ward
Chalkwell Ward	Southchurch Ward
Eastwood Park Ward	Thorpe Ward
Kursaal Ward	Victoria Ward
Leigh Ward	Westborough Ward
Milton Ward	West Leigh Ward
Prittlewell Ward	West Shoebury Ward
St Laurence Ward	

Figure A2.2: Southend-on-Sea Ward Map



Source: Joint Strategic Needs Assessment 2012 Summary, Southend-on-Sea

All of the data provided within this analysis has been taken from reliable and up-to-date data sources, including the Office for National Statistics and Projecting Older People Population Information (POPPI). Property prices have been gathered from a variety of websites, including Rightmove, onthemarket.com and the McCarthy and Stone website.

A2.2. Population

Local Authority Population Projections

Figure A2.3 provides projection data for the population aged 50 and over in Southend-on-Sea between 2015 and 2035. Numbers of people aged 50+ are projected to rise from 66,300 in 2015 to 87,100 by 2035, an increase of 31.4%.

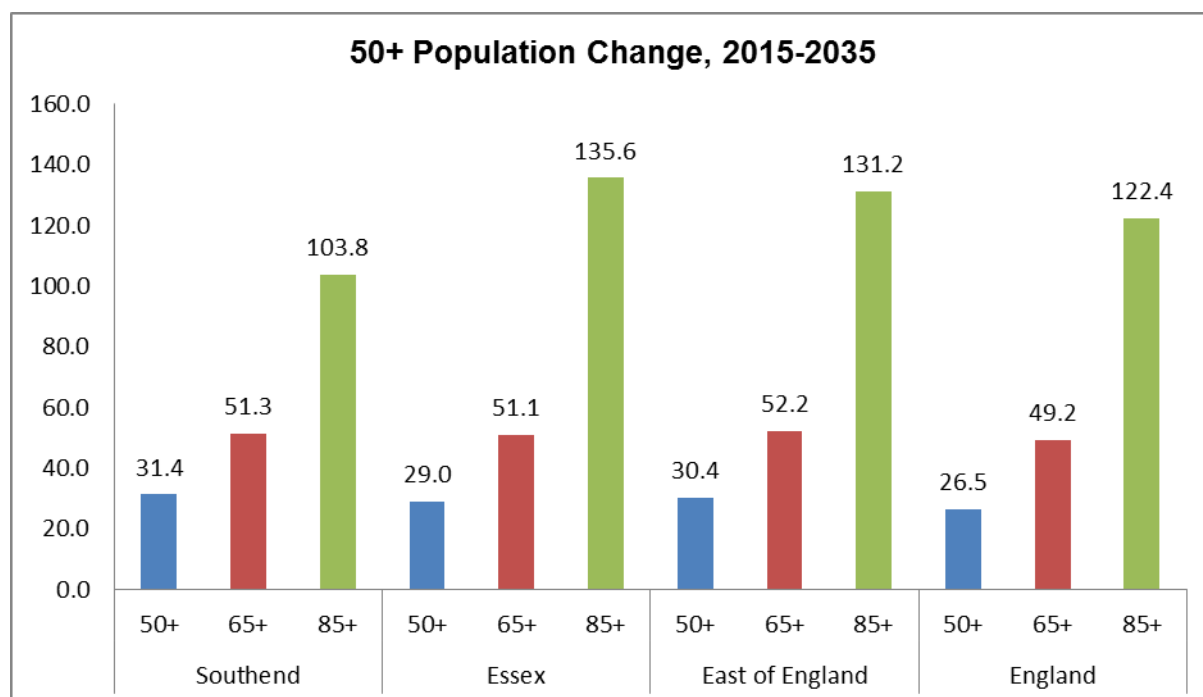
Figure A2.3: Projections for the Population (thousands) aged 50+ in Southend-on-Sea, 2015-2035

Age Group	Year of Projection					% Change 2015-2035
	2015	2020	2025	2030	2035	
50-54	12.5	12.9	12.2	11.6	12.2	-2.4
55-59	10.5	12.4	12.8	12.1	11.6	10.5
60-64	9.4	10.4	12.2	12.7	12.0	27.7
65-69	10.2	9.2	10.2	12.0	12.5	22.5
70-74	7.6	9.7	8.8	9.8	11.6	52.6
75-79	6.1	7.0	8.9	8.2	9.2	50.8
80-84	4.7	5.1	6.0	7.8	7.2	53.2
85-89	3.3	3.5	4.0	4.8	6.3	90.9
90+	2.0	2.3	2.8	3.6	4.5	125.0
Total 50+	66.3	72.5	77.9	82.6	87.1	31.4
Total 65+	33.9	36.8	40.7	46.2	51.3	51.3
Total 85+	5.3	5.8	6.8	8.4	10.8	103.8

Source: ONS 2012-based Sub-National Population Projections

These projections are compared to the regional and national averages in Figure A2.4, showing that the projected rate of change in the population aged 50+ is highest in Southend-on-Sea whilst the projected change in the population aged 85+ is lowest.

Figure A2.4: Projected Population Change Southend-on-Sea and Comparators, 2015-2035



Source: ONS 2012-based Sub-National Population Projections

Ward-Level Population Estimates

Mid-2013 based ward-level population estimates are provided in Figure A2.5 and summarised in Figure A2.6. Population numbers differ quite widely between ward areas, with the highest number of people aged 50+ living in Belfairs ward and the lowest number in Westborough ward.

Figure A2.5: Mid-2013 Ward Population Estimates for South-on-Sea Wards

Ward	Age Group								
	50-54	55-59	60-64	65-69	70-74	75-79	80-84	85-89	90+
Belfairs	627	567	647	772	587	501	396	269	157
Blenheim Park	712	602	652	610	456	397	310	201	113
Chalkwell	647	564	566	535	334	290	296	267	298
Eastwood Park	684	567	628	774	536	459	380	221	101
Kursaal	719	591	486	388	266	221	143	135	88
Leigh	613	534	493	486	338	256	208	147	104
Milton	654	521	473	418	335	318	305	232	174
Prittlewell	734	649	596	673	460	387	321	220	146
St Laurence	753	628	660	679	467	410	299	197	92
St. Luke's	846	601	511	523	336	257	277	150	80
Shoeburyness	847	659	623	708	440	350	179	121	59
Southchurch	638	506	545	688	483	445	347	240	119

Thorpe	710	528	645	697	514	479	371	262	140
Victoria	666	562	469	420	303	256	206	154	85
Westborough	695	550	417	352	261	176	140	72	30
West Leigh	650	558	586	598	417	344	277	185	110
West Shoebury	755	592	580	671	407	348	265	198	103

Source: Table SAPE15DT8: Mid-2013 Population Estimates for 2013 Wards in England and Wales, by Single Year of Age and Sex (experimental statistics)

Figure A2.6: Mid-2013 Ward Population Estimates for South-on-Sea Wards (summary)

Ward	Total 50+	Total 65+	Total 75+	Total 85+
Belfairs	4,523	2,682	1,323	426
Blenheim Park	4,053	2,087	1,021	314
Chalkwell	3,797	2,020	1,151	565
Eastwood Park	4,350	2,471	1,161	322
Kursaal	3,037	1,241	587	223
Leigh	3,179	1,539	715	251
Milton	3,430	1,782	1,029	406
Prittlewell	4,186	2,207	1,074	366
St Laurence	4,185	2,144	998	289
St. Luke's	3,581	1,623	764	230
Shoeburyness	3,986	1,857	709	180
Southchurch	4,011	2,322	1,151	359
Thorpe	4,346	2,463	1,252	402
Victoria	3,121	1,424	701	239
Westborough	2,693	1,031	418	102
West Leigh	3,725	1,931	916	295
West Shoebury	3,919	1,992	914	301

Source: Table SAPE15DT8: Mid-2013 Population Estimates for 2013 Wards in England and Wales, by Single Year of Age and Sex (experimental statistics)

Ethnicity

The ethnic profile of people aged 65+ is provided in Figure A2.7. 97.6% of the 65+ population of Southend-on-Sea is White, a higher level than the national average and lower than the regional average.

Figure A2.7: Ethnic Profile of Population Aged 65+ in 2011, Southend-on-Sea and Comparators (%)

Area	White	Mixed/ multiple ethnic group	Asian/ Asian British	Black/ African/ Caribbean/ Black British	Other Ethnic Group
Southend on Sea	97.6	0.4	1.5	0.4	0.2
Essex	98.5	0.3	0.9	0.3	0.1
East of England	97.6	0.3	1.4	0.5	0.1
England	95.3	0.4	2.7	1.3	0.3

Source: Projecting Older People Population Information (POPPI)

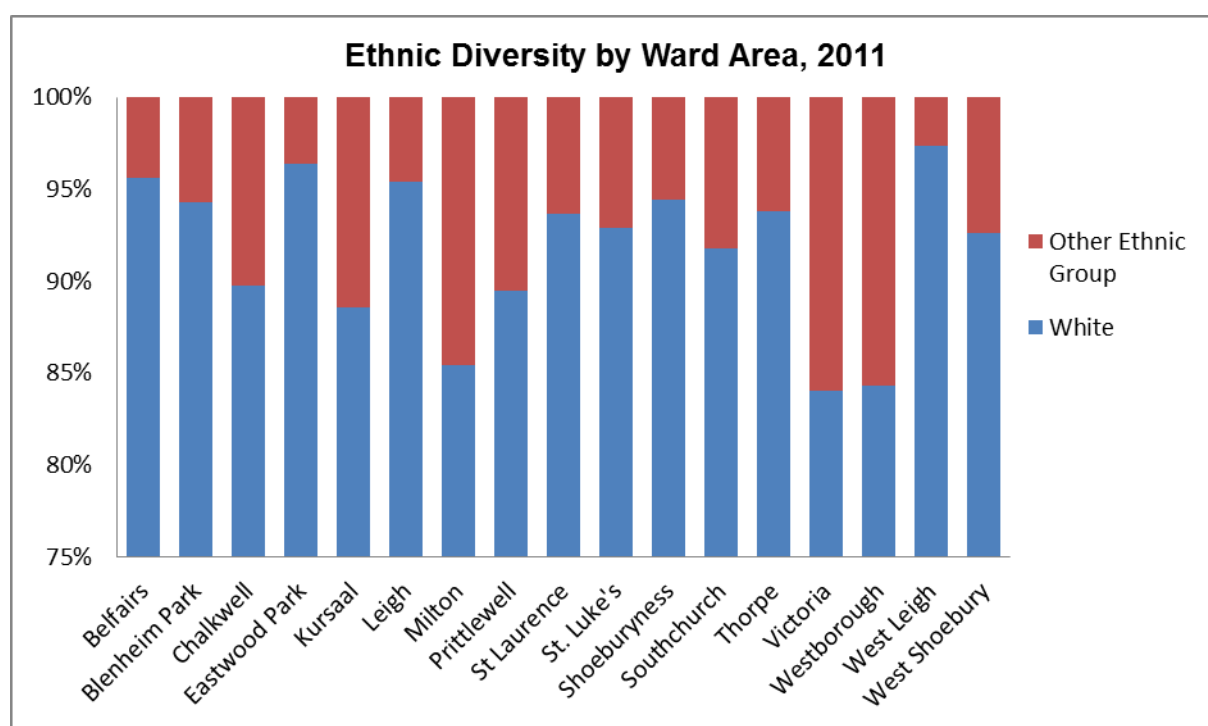
The ward-level ethnic profile is given in Figure A2.8 and Figure A2.9. Ward-level ethnicity data is not available broken down by age, so the data below covers the total population. The Victoria and Westborough wards have the highest levels of ethnic diversity, whilst West Leigh and Eastwood Park have the lowest.

Figure A2.8: Ward-Level Ethnic Profile (all ages), 2011 Census

Ward Area	White	Mixed/ Multiple Ethnic Group	Asian/ Asian British	Black/ Caribbean/ British	African/ Black	Other Ethnic Group
Belfairs	95.6	1.3	1.7	0.9		0.4
Blenheim Park	94.3	1.6	3.0	0.9		0.3
Chalkwell	89.8	3.3	3.0	3.2		0.7
Eastwood Park	96.4	0.9	1.8	0.7		0.2
Kursaal	88.6	3.7	3.3	3.8		0.7
Leigh	95.4	2.2	1.6	0.5		0.3
Milton	85.4	2.8	6.4	4.3		1.0
Prittlewell	89.5	1.8	6.1	2.0		0.7
St Laurence	93.6	1.4	3.2	1.5		0.3
St. Luke's	92.9	2.1	2.4	2.1		0.6
Shoeburyness	94.4	2.0	1.9	1.2		0.4
Southchurch	91.8	1.6	4.5	1.8		0.4
Thorpe	93.8	1.7	3.2	1.0		0.3
Victoria	84.0	3.0	7.5	4.7		0.8
Westborough	84.3	2.9	7.9	3.9		0.9
West Leigh	97.4	1.0	1.1	0.4		0.2
West Shoebury	92.6	1.8	3.4	1.8		0.4

Source: ONS Neighbourhood Statistics, based on 2011 Census data

Figure A2.9: Ethnic Diversity by Ward Area, 2011 Census



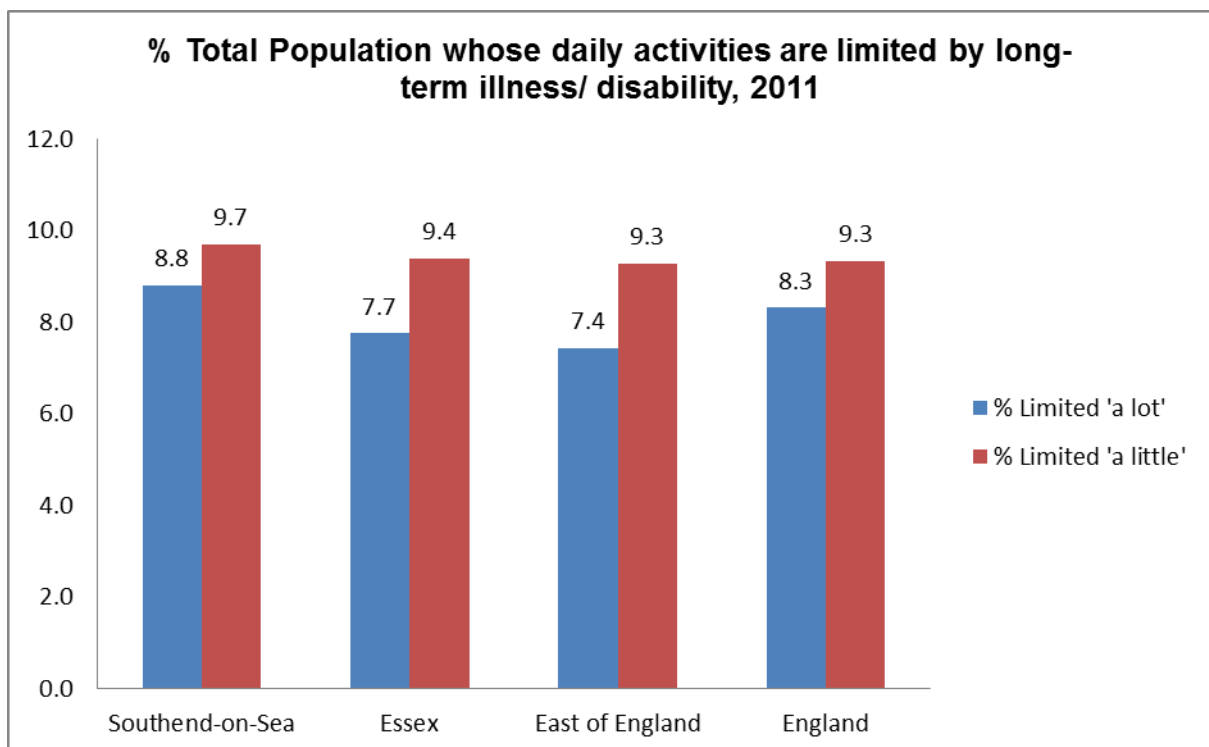
Source: ONS Neighbourhood Statistics, based on 2011 Census data

A2.3. Health

Limiting Long-Term Illness/ Disability

Figure A2.10 shows the percentage of the total Southend-on-Sea population that is limited 'a little' and 'a lot' by long-term illness or disability, compared with the regional and national averages. The levels of limitation are higher in Southend-on-Sea than the comparator areas.

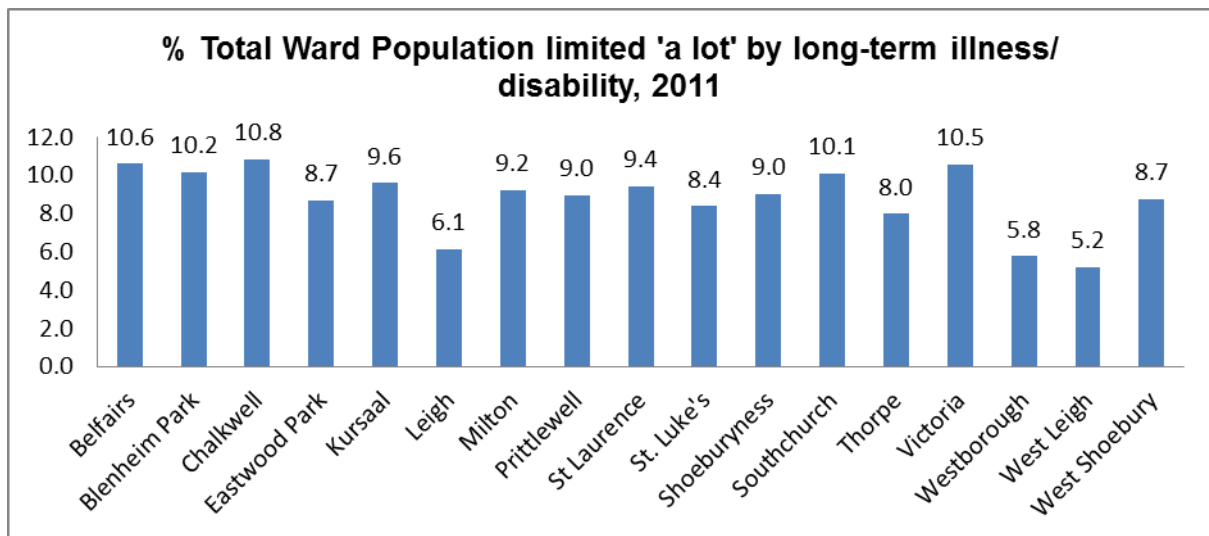
Figure A2.10: % Total Population Limited by Long-term Illness/ Disability 2011, Southend-on-Sea and Comparators



Source: ONS Neighbourhood Statistics, based on 2011 Census Data

Figure A2.11 provides this data at the ward level. There is a high level of diversity between the ward areas, with the Chalkwell ward having the highest level of population limited 'a lot' at 10.8% and the West Leigh ward having the lowest level at 5.2%.

Figure A2.11: % Total Ward Population Limited 'a lot' by Long-term Illness/ Disability, 2011



Source: ONS Neighbourhood Statistics, based on 2011 Census Data

Provision of Unpaid Care

Projection data that estimates the number of people aged 65+ providing unpaid care is given in Figure A2.12. A total of 4,761 people aged 65+ were estimated to be providing unpaid care in 2015. This figure is projected to rise to 6,322 by 2030, an additional 1,561 people and a percentage change of 32.8%.

Figure A2.12: Number of People Providing Unpaid Care by Age and Number of Hours Projected to 2030, Southend-on-Sea

Provision of unpaid care	Year of Projection				Additional No. 2015-2030	% Change 2015-2030
	2015	2020	2025	2030		
People aged 65-69 providing 1-19 hours of unpaid care	1,036	934	1,036	1,219	183	17.7
People aged 70-74 providing 1-19 hours of unpaid care	569	726	659	734	165	29.0
People aged 75-79 providing 1-19 hours of unpaid care	370	424	539	497	127	34.3
People aged 80-84 providing 1-19 hours of unpaid care	238	258	304	395	157	66.0
People aged 85 and over providing 1-19 hours of unpaid care	133	145	170	207	74	55.6
People aged 65-69 providing 20-49 hours of unpaid care	213	192	213	250	37	17.4
People aged 70-74 providing 20-49 hours of unpaid care	132	168	153	170	38	28.8
People aged 75-79 providing 20-49 hours of unpaid care	125	143	182	168	43	34.4
People aged 80-84 providing 20-49 hours of unpaid care	63	68	80	104	41	65.1
People aged 85 and over providing 20-49 hours of unpaid care	52	57	67	81	29	55.8
People aged 65-69 providing 50+ hours of unpaid care	496	447	496	584	88	17.7
People aged 70-74 providing 50+ hours of unpaid care	424	542	491	547	123	29.0
People aged 75-79 providing 50+ hours of unpaid care	374	429	546	503	129	34.5
People aged 80-84 providing 50+ hours of unpaid care	285	309	364	473	188	66.0
People aged 85 and over providing 50+ hours of unpaid care	251	275	321	391	140	55.8
Total population aged 65 and over providing unpaid care	4,761	5,119	5,620	6,322	1,561	32.8

Source: Projecting Older People Population Information (POPPI)

Dementia

There were an estimated 2,520 people aged 65+ with dementia in Southend-on-Sea in 2015. This figure is projected to rise to 3,867 by 2030, a 53.5% increase. The full breakdown of this data by age group and year is provided in Figure A2.13.

Figure A2.13: Number of People aged 65+ in Southend-on-Sea Projected to have Dementia, 2015-2030

Age Group	Year of Projection				Additional No. 2015-2030	% Change 2015-2030
	2015	2020	2025	2030		
65-69	127	115	128	150	23	18.1
70-74	207	265	238	269	62	30.0
75-79	357	410	526	478	121	33.9
80-84	563	620	717	929	366	65.0
85-89	667	700	795	972	305	45.7
90+	600	687	834	1,069	469	78.2
TOTAL 65+	2,520	2,797	3,238	3,867	1,347	53.5

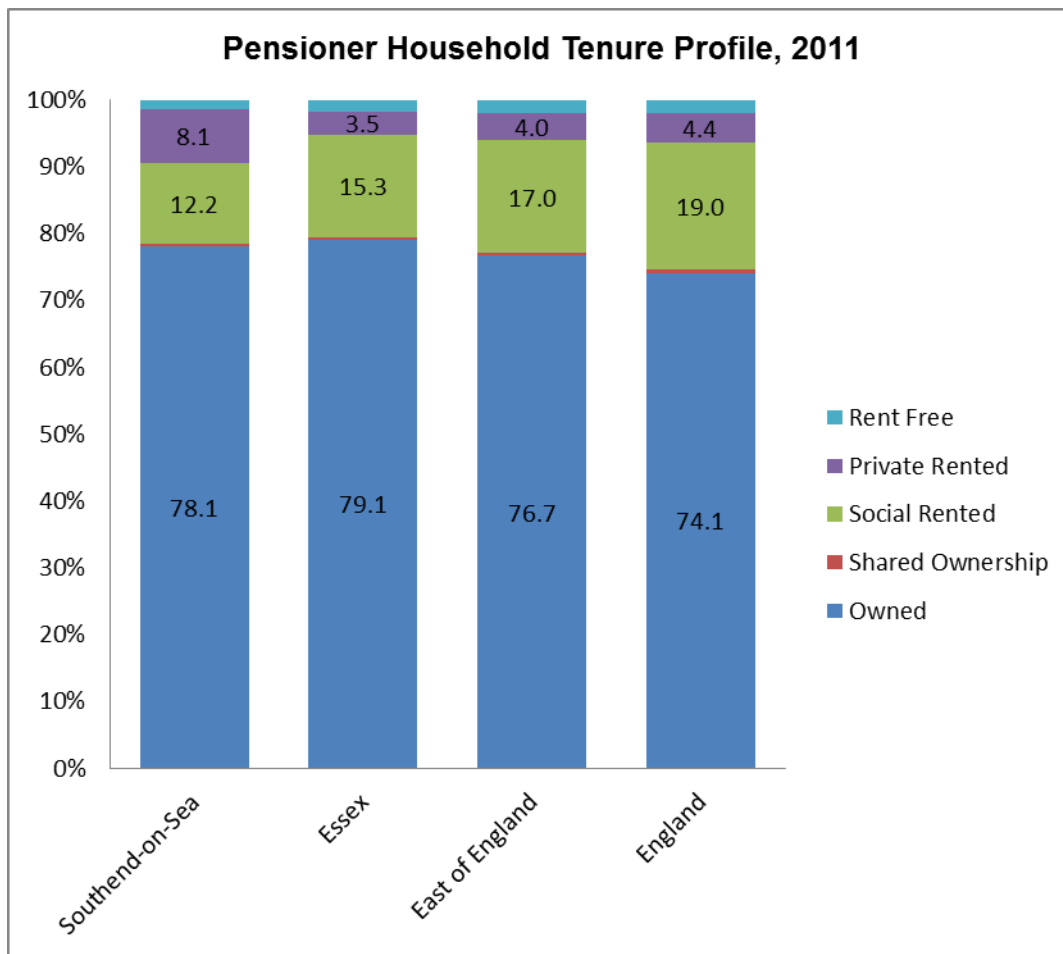
Source: Projecting Older People Population Information (POPPI)

A2.4. Housing

Pensioner Household Tenure

The Southend-on-Sea pensioner household tenure profile, according to the 2011 Census, is shown in Figure A2.14. 78.1% of pensioner households are owner-occupiers, 12.2% live in social rented accommodation, and 8.1% live in private rented accommodation. The level of owner-occupation is higher than the national average yet lower than the regional average. The level of private renting is far higher than all of the comparator areas.

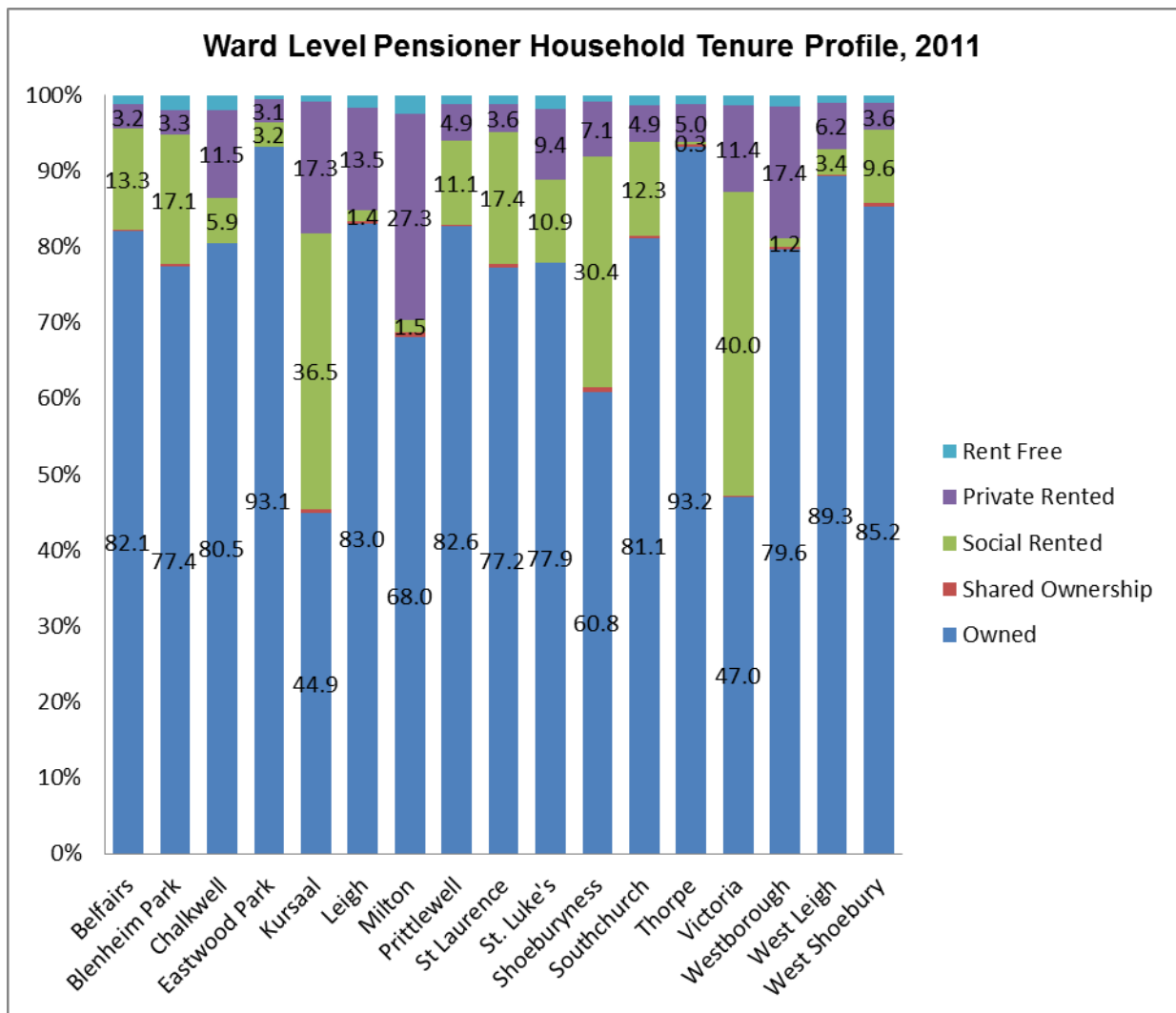
Figure A2.14: Pensioner Household Tenure in Southend-on-Sea and Comparators, 2011



Source: ONS Neighbourhood Statistics, based on 2011 Census data

The ward-level pensioner household tenure profile is provided in Figure A2.15. There is a high level of diversity between the ward areas, ranging from 93.2% owner-occupation in Thorpe to 44.9% owner-occupation in Kursaal. Social renting ranges from 0.3% in Thorpe to 40% in Victoria, and private renting ranges from 3.1% in Eastwood park to 27.3% in Milton.

Figure A2.15: Ward-Level Pensioner Household Tenure Profile, 2011



Source: ONS Neighbourhood Statistics, based on 2011 Census data

Living Alone

Figure A2.16 provides data on the number of people aged 65+ in Southend-on-Sea who are living alone. The total is projected to rise from 12,600 people in 2015 to 17,455 in 2030, an increase of 38.5% over the period.

Figure A2.16: Number of People aged 65+ Living Alone in Southend-on-Sea, 2015-2030

Gender and Age Group	Year of Projection				Additional No.	% Change
	2015	2020	2025	2030		
Males 65-74	1,680	1,820	1,860	2,160	480	28.6
Males 75+	2,244	2,584	3,196	3,638	1,394	62.1
Females 65-74	2,820	2,940	2,880	3,300	480	17.0
Females 75+	5,856	6,405	7,564	8,357	2,501	42.7
Total 65+	12,600	13,749	15,500	17,455	4,855	38.5

Source: Projecting Older People Population Information (POPPI)

Property Prices

Figure A2.17 provides the average property prices by property type in 2014 for Southend-on-Sea and its neighbouring local authority areas. The overall average property price in Southend-on-Sea is lower than the comparator areas, whilst detached and semi-detached properties are higher in price than Rochford and Castle Point but lower than Basildon.

Figure A2.17: 2014 Average Property Prices (£) in Southend-on-Sea and Neighbouring Local Authority Areas by Property Type

Area	All dwelling types	Detached	Semi-detached	Terraced	Flats & Maisonettes
Southend-on-Sea	204,000	340,000	237,000	195,000	137,500
Rochford	240,000	333,498	230,000	204,250	130,000
Castle Point	220,000	250,000	220,000	180,500	147,000
Basildon	210,000	360,000	245,000	176,000	130,000

Source: ONS House Price Statistics for Small Areas 1995-2014

Figure A2.18 looks at the change in average property prices between 2010 and 2014. The prices of all property types in Southend-on-Sea have increased in value between 2010 and 2014.

Figure A2.18: % Change in Average Property Prices 2010-2014, Southend-on-Sea and Neighbouring Local Authority Areas

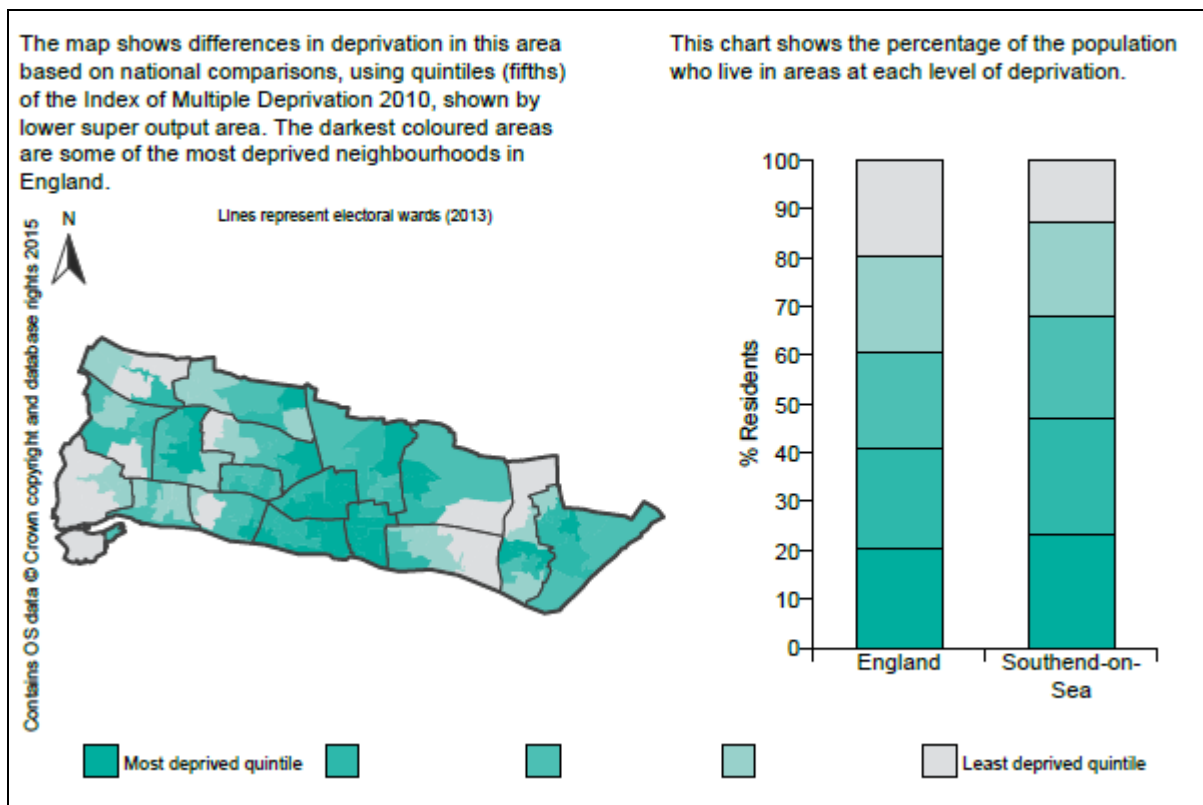
Area	All dwelling types	Detached	Semi-detached	Terraced	Flats & Maisonettes
Southend-on-Sea	13.3	10.7	12.9	12.7	12.1
Rochford	11.6	10.7	12.2	12.1	-6.3
Castle Point	12.8	4.2	12.8	9.4	8.9
Basildon	11.1	9.1	12.5	13.5	0.0

Source: ONS House Price Statistics for Small Areas 1995-2014

A2.5. Deprivation

Figure A2.19 provides a map of Southend-on-Sea that shows levels of deprivation. The darkest areas are those with the highest levels of deprivation. There are a greater percentage of Southend-on-Sea’s population falling within the most deprived quintile than the national average.

Figure A2.19: Map of Deprivation in Southend-on-Sea



Source: Health Profile 2015 Southend-on-Sea, Public Health England.

Appendix 3: GIS Maps showing South Essex Homes schemes and demography

Figure A3.1: Map showing location of schemes

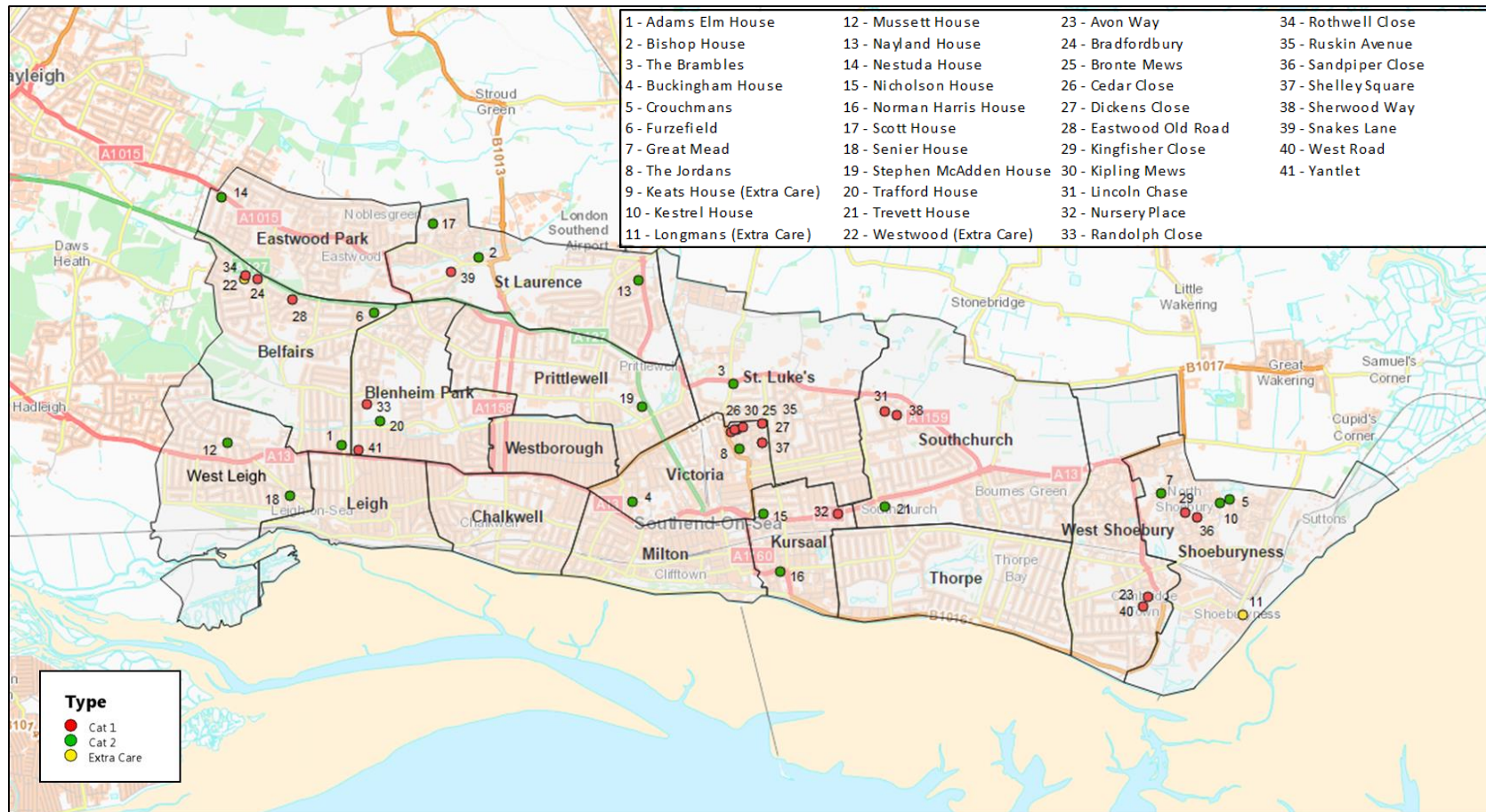


Figure A3.2: Map showing schemes in relation to % total ward population aged 50+

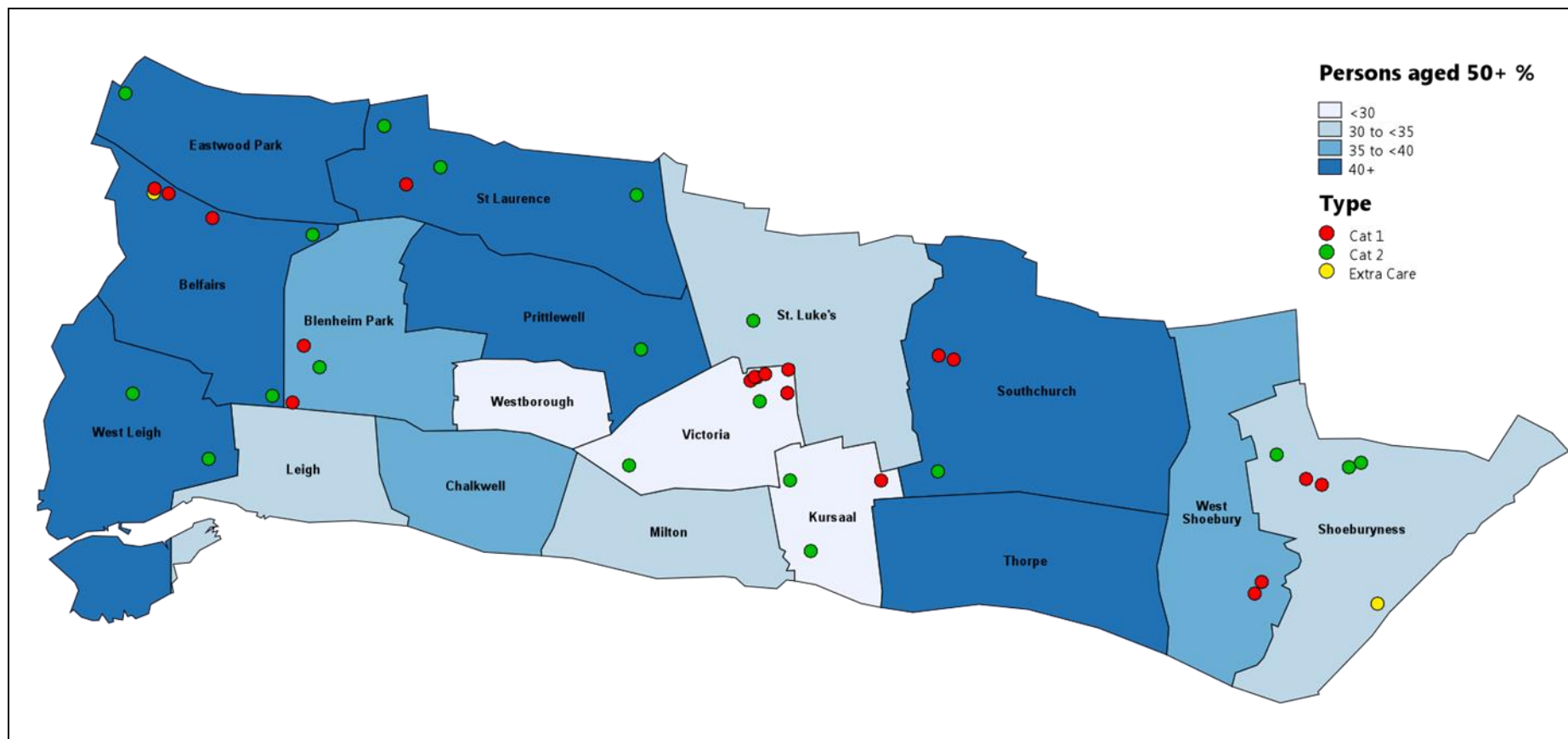


Figure A3.3: Map showing schemes in relation to % total ward population aged 85+

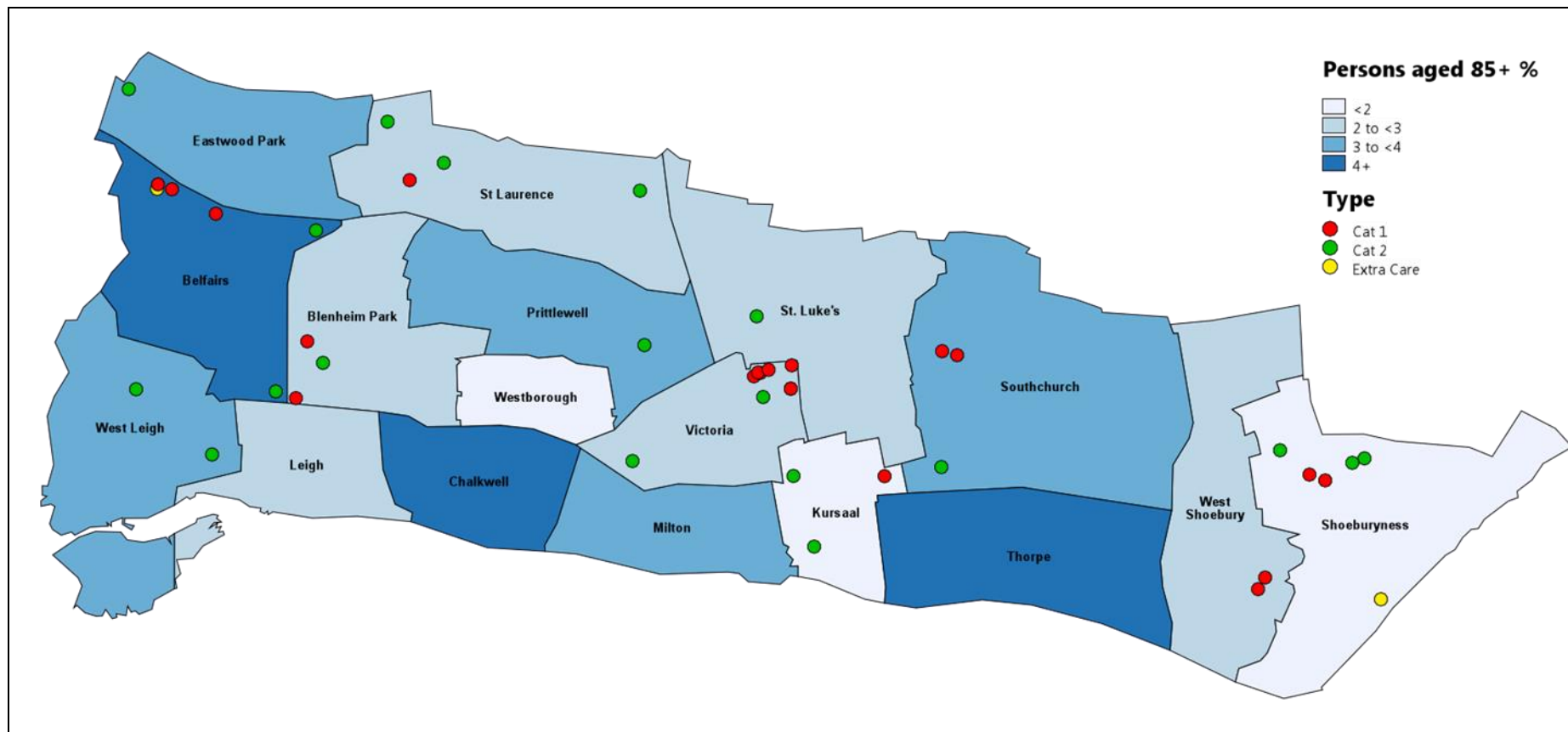


Figure A3.4: Map showing schemes in relation to % pensioner household owner-occupation

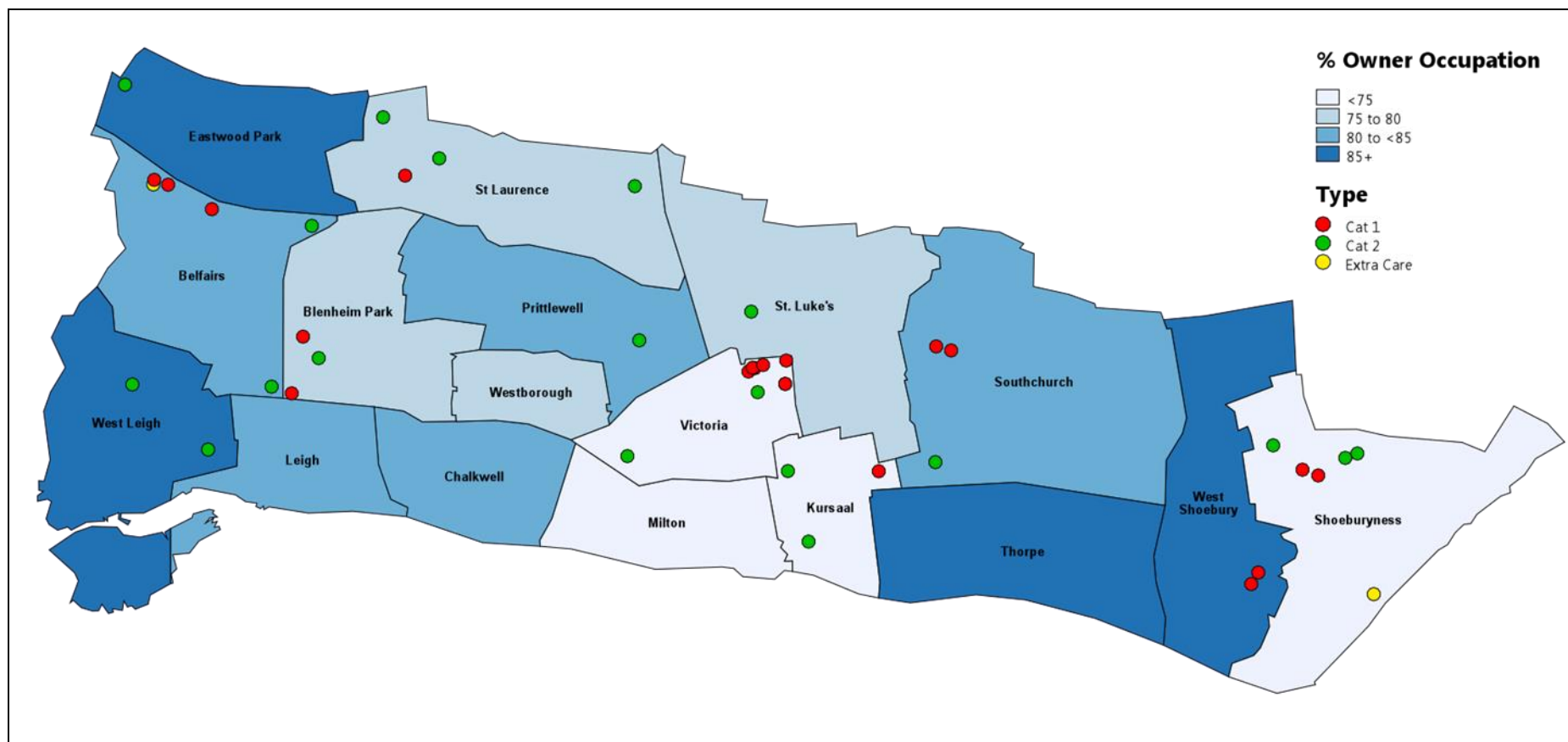


Figure A3.5: Map showing schemes in relation to % pensioner household social renting

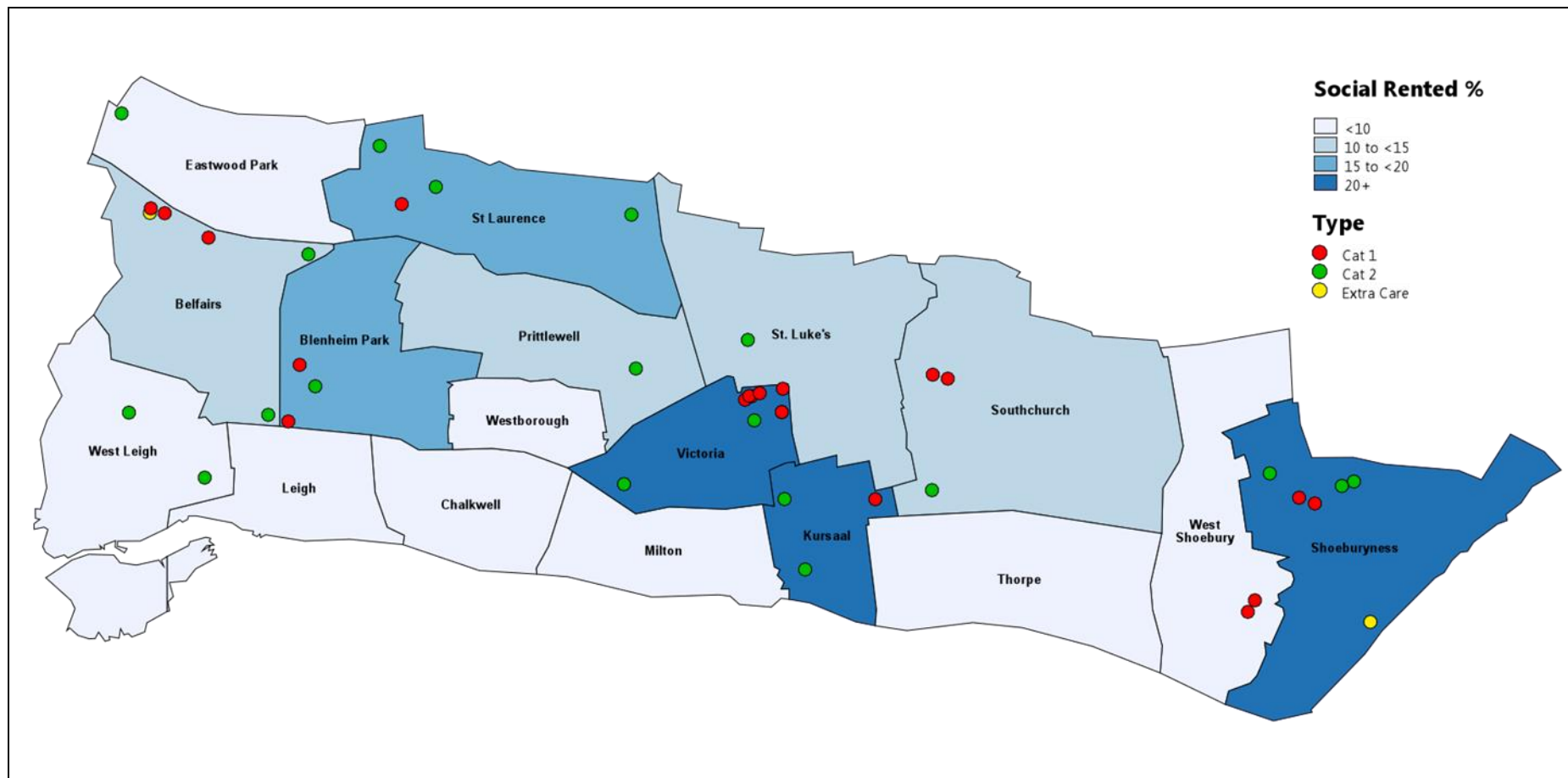


Figure A3.6: Map showing schemes in relation to % total population whose daily activities are limited 'a lot' by long-term illness or disability

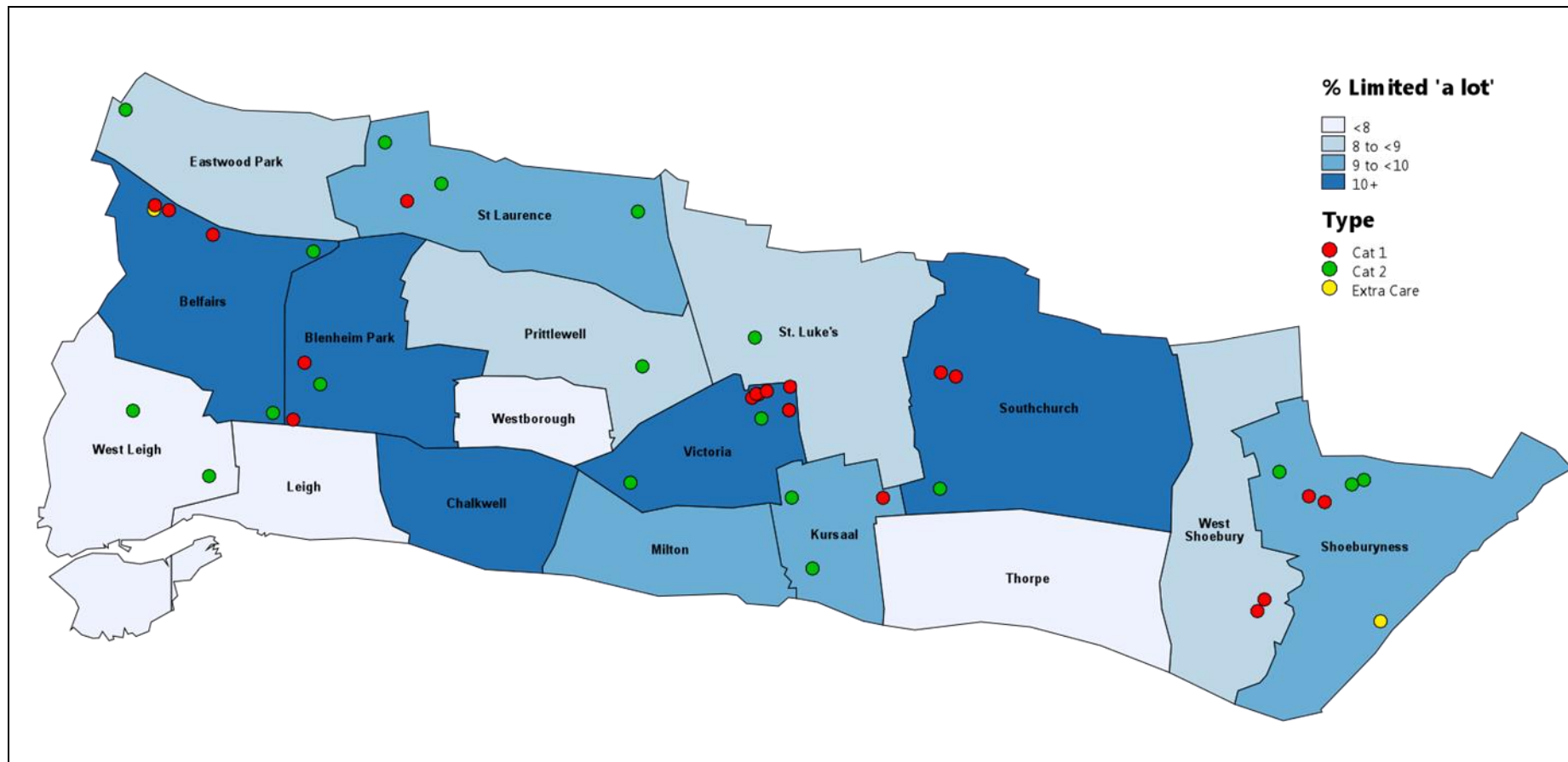


Figure A3.7: Map showing schemes in relation to the Indices of Multiple Deprivation score (the higher the score, the greater the level of deprivation)

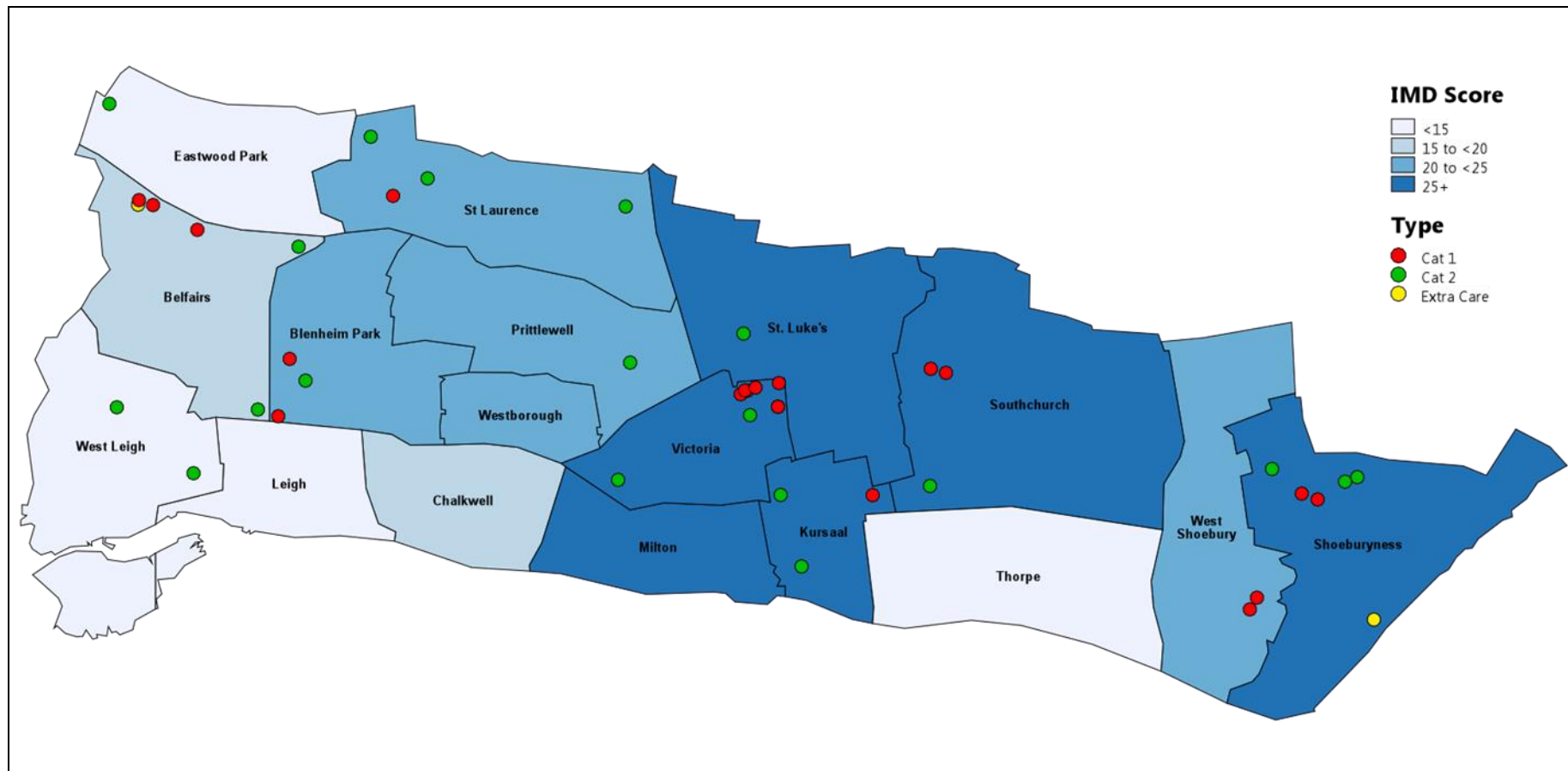
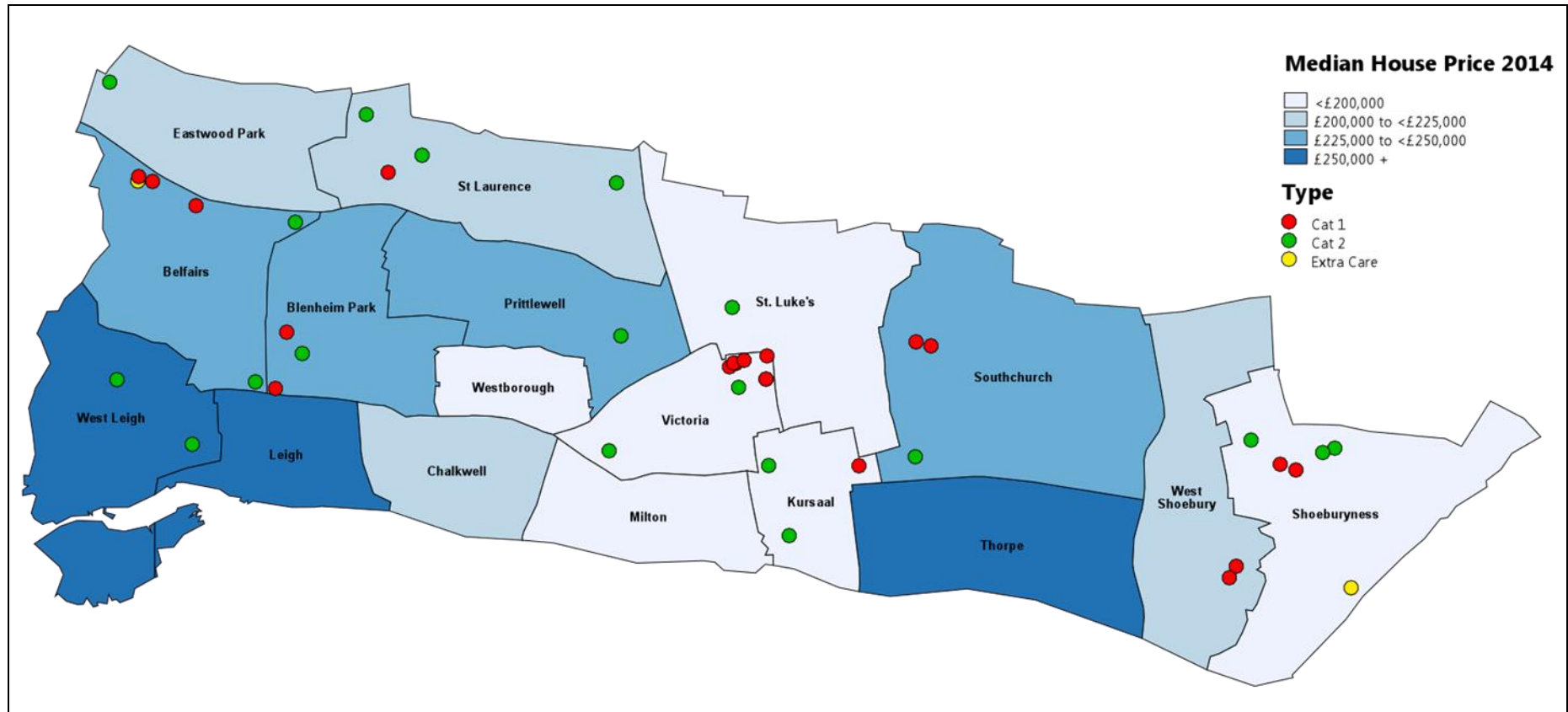


Figure A3.8: Map showing schemes in relation to 2014 median house prices



Appendix 4: Sheltered Housing Schemes – Aerial Views and Brief Scheme Details

Contents

<p><u>Part 2 Schemes</u></p> <p><u>Adams Elm House</u></p> <p><u>Bishop House</u></p> <p><u>The Brambles</u></p> <p><u>Buckingham House</u></p> <p><u>Crouchmans</u></p> <p><u>Furze field</u></p> <p><u>Great Mead</u></p> <p><u>The Jordans</u></p> <p><u>Keats House</u></p> <p><u>Kestrel House</u></p> <p><u>Longmans</u></p> <p><u>Mussett House</u></p> <p><u>Nayland House</u></p> <p><u>Nestuda House</u></p> <p><u>Nicholson House</u></p> <p><u>Norman Harris House</u></p> <p><u>Scott House</u></p> <p><u>Senier House</u></p> <p><u>Stephen McAdden House</u></p> <p><u>Trafford House</u></p> <p><u>Trevett House</u></p> <p><u>Westwood</u></p>	<p><u>Part 1 Schemes</u></p> <p><u>Avon Way</u></p> <p><u>Bradfordbury</u></p> <p><u>Bronte Mews</u></p> <p><u>Cedar Close</u></p> <p><u>Dickens Close</u></p> <p><u>Eastwood Old Road</u></p> <p><u>Kingfisher Close</u></p> <p><u>Kipling Mews,</u></p> <p><u>Lincoln Chase</u></p> <p><u>Nursery Place</u></p> <p><u>Randolph Close</u></p> <p><u>Rothwell Close</u></p> <p><u>Ruskin Avenue</u></p> <p><u>Sandpiper Close</u></p> <p><u>Shelley Square</u></p> <p><u>Sherwood Way</u></p> <p><u>Snakes Lane</u></p> <p><u>West Road</u></p> <p><u>Yantlet</u></p>
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Adams Elm House, 1271 London Road, SS9 2AQ



Part 2 Sheltered Housing.

- 87 flats. Built in 1983. Sizes 37 studio flats, 50 1 bedroom.
- Resident management staff and community alarm service Lift, lounge, laundry, and guest facilities.
- Historic Capital spend 2010 – 2015: £1,138k. Including: windows, bathrooms, electrics and ventilation.
- The property is very large with wide well-lit corridors. There is only one lift located at the rear of the building, close to the Car Park. Internal circulation although level throughout can be somewhat tortuous due to the long corridors and single lift.
- There is lots of exposed brickwork in common area which gives the scheme a somewhat dated and institutional feel. This could also present a Health & Safety Hazard for someone falling against the rough textured surface.

Bishop House, Western Approaches, SS2 6TT



Part 2 Sheltered Housing.

- 77 flats in total. Built in 1978. 19 studio, 42 1 bedroom flats. Part 1 Scheme adjacent has 16 one bedroom flats – deck access, no lift.
- Resident management staff and community alarm service.
- Lift, lounge, laundry, guest facilities, garden, hobby room, hairdressing salon
- Access to site easy, but less so for less mobile people. Distances: bus stop 20 yards; shop 0.5 mile(s); post office 1 mile(s); town centre 3.5 mile(s); GP 0.5 mile(s); social centre 0.5 mile(s).
- A single lift for this large scheme, located near the common room in the middle of a series of linked wings, makes internal circulation for anyone with mobility issues challenging.
- Historic Capital spend 2010 – 2015: £709k. Including: windows, bathrooms, kitchens and heating.

The Brambles, 20 Eastern Avenue, SS2 5NJ



Part 2 Sheltered Housing.

- 39 flats. Built in 1980. 19 studio, 19 one bedroom, 1 two bedroom flats.
- Non-resident management staff and community alarm service.
- Lift, lounge, laundry, guest facilities and garden.
- Historic Capital spend 2010 – 2015: £99k. Including: windows and water supply.

Buckingham House, Salisbury Avenue, Westcliff on Sea, SS0 7DL.



Part 2 Sheltered Housing.

- The low rise property shown in the centre foreground. Contains 28 flats. Built in 1978. 14 studio, 14 one bedroom flats.
- Non-resident management staff and community alarm service.
- Lift, lounge, laundry, guest facilities and garden.
- Historic Capital spend 2010 – 2015: £260k. Including: windows, bathrooms and heating.
- Internally there is a lot of exposed painted concrete blockwork in communal areas, this gives a general impression of a low value property and is not attractive, in addition this could present a health & safety hazard for anyone falling against the exposed blockwork.

Crouchmans, Centurion Close, Shoeburyness, SS3 9UT.



Part 2 Sheltered Housing.

- 60 flats. Built in 1976. 30 studio, 30 one bedroom.
- Non-resident management staff and community alarm service.
- Lift, lounge, laundry, guest facilities and garden.
- 100 metres from Kestrel House scheme. 750 metres from Great Mead and 400 metres from Kingfisher / Sandpiper Close.
- Historic Capital spend 2010 – 2015: £239k. Including: heating and electrical system.

Furzefield, 20 Priorywood Drive, Leigh one Sea, SS9 4DP.



Part 2 Sheltered Housing.

- 28 flats. Built in 1977. 8 studio, 20 one bedroom flats.
- Non-resident management staff and community alarm service.
- Lift, lounge, laundry, guest facilities and garden.
- Adjacent to a private development of flats.
- Historic Capital spend 2010 – 2015: £214k. Including: windows, bathrooms, heating and solar photo voltaic panels.

Great Mead, 200 Frobisher Way, Shoeburyness, SS3 8XJ.



Part 2 Sheltered Housing.

- 48 flats. Built in 1986. 48 one bedroom flats.
- Community alarm service.
- Lift, lounges, laundry, guest facilities, hobby room, hairdressing, library and garden.
- Whole site accessible by wheelchair. Access to site easy, but less so for less mobile people. Distances: bus stop 30 yards; shop 30 yards; post office 30 yards; town centre 0.5 mile(s); GP 30 yards.
- 650 metres from Kestrel House scheme. 750 metres from Crouchmans and 450 metres from Kingfisher / Sandpiper Close.
- Historic Capital spend 2010 – 2015: £103k. Including: windows and bathrooms.

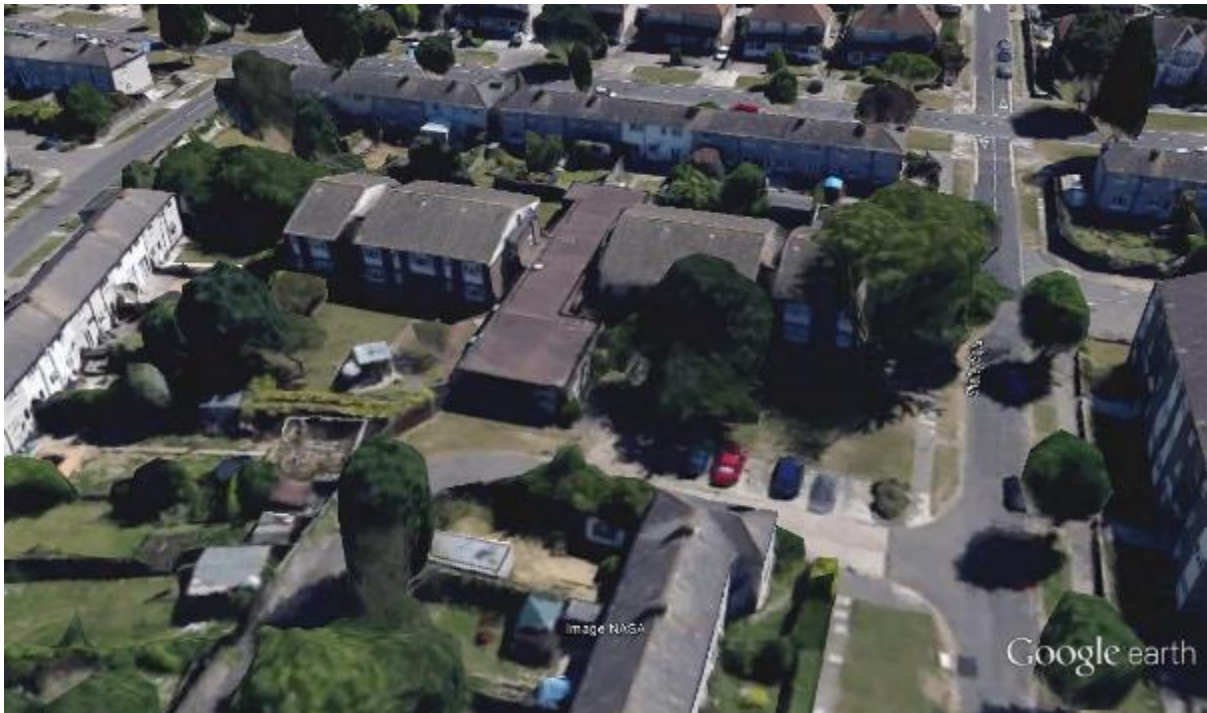
The Jordans, Maple Square, SS9 5NY



Part 2 Sheltered Housing.

- 73 flats. Built in 1979. 28 studio flats, 44 one bedroom flats and one 2 bed. Located in an area of predominantly social housing.
- Non-resident management staff and community alarm service.
- Lift, lounge, laundry, guest facilities, activities room and garden.
- 200 metres from Keats House and Shelley Square.
- Historic Capital spend 2010 – 2015: £810k. Including: windows, bathrooms, electrics, heating and ventilation. Of this sum £129k was also for solar photo voltaic panels.

Keats House, Shelley Square, SS2 5JP.



Extra care housing.

- 24 flats. Built in 1975 and renovated in 2008. 20 studio, 4 one bedroom flats.
- Resident management staff and community alarm service.
- Lift, lounge, laundry, guest facilities and garden.
- Adjacent to Shelley Square Part 1 schemes. 200 metres from The Jordans.
- Historic Capital spend 2010 – 2015: £114k. Including: heating and Disability Discrimination Act compliance work.

Kestrel House, 96 Eagle Way, Shoeburyness, SS3 9SQ.



Part 2 Sheltered Housing.

- 51 flats. Built in 1978 and renovated in 1983. 5 studio, 46 one bedroom flats.
- Non-resident management staff and community alarm service.
- Lift, lounge, laundry, guest facilities, conservatory, hobby room and garden.
- 100 metres from Crouchmans scheme, 650 metres from Great Mead and 250 metres from Kingfisher / Sandpiper Close.
- Historic Capital spend 2010 – 2015: £478k. Including: windows, bathrooms, heating and Disability Discrimination Act compliance work.

Longmans, 11 Rampart Street, Shoeburyness, SS3 9AY.



Extra care housing.

- Built in 1978, refurbished / converted 2012. 15 one bedroom flats.
- Resident management staff and community alarm service.
- Lounge, lifts, laundry, guest facilities and garden.
- Historic Capital spend 2010 – 2015: £487k. Including: conversion work to form extra care scheme. Running costs for this small scheme are higher than they would be for a typical purpose built extra care facility.

Mussett House, 49 Bailey Road, Leigh on Sea, SS9 3PJ



Part 2 Sheltered Housing.

- 21 flats. Built in 1977. 11 studio, 10 one bedroom flats. A small scheme with the majority of units being studios. The tight site doesn't lend itself to remodelling the existing units.
- Non-resident management staff and community alarm service.
- Lift, lounge, laundry, guest facilities and garden.
- Historic Capital spend 2010 – 2015: £233k. Including: windows, bathrooms, kitchens, heating and Disability Discrimination Act compliance work.

Nayland House, Manners Way, SS2 6QT



Part 2 Sheltered Housing, with 4 Extra Care Flats.

- 27 flats. Built in 1964 and renovated in 2010. 13 studio, 14 one bedroom flats.
- Extra Care scheme with non-resident management staff and community alarm service.
- Lounge, lift, laundry, guest facilities and garden.
- Historic Capital spend 2010 – 2015: £123k. Including: bathrooms, kitchens and Disability Discrimination Act compliance work.

Nestuda House, Grovewood Avenue, Leigh on Sea, SS9 5EF.



Part 2 Sheltered Housing.

- 29 flats. Built in 1978. 20 studio, 9 one bedroom flats.
- Non-resident management staff and community alarm service.
- Lift, lounge, laundry, guest facilities and garden.
- Historic Capital spend 2010 – 2015: £283k. Including: windows, heating, electrics, passenger lift and Disability Discrimination Act compliance work.

Nicholson House, 299 Southchurch Street, SS1 2PB.



Part 2 Sheltered Housing.

- 96 flats. Built 1989. 96 one bedroom flats
- Resident management staff and community alarm service
- Lift, lounge, laundry, guest facilities, hobby room, hairdressing and roof terrace.
- Access to site easy. Distances: bus stop 30 yards; shop 0.25 mile(s); post office 0.25 mile(s); town centre 0.25 mile(s); GP 0.25 mile(s)
- The last and largest scheme to be built in the borough. With its roof top terrace providing views of Southend pier and across the borough. Situated in a prime location and benefiting from a range of local shops; within walking distance of the town centre.
- Historic Capital spend 2010 – 2015: £1,159k. Including: passenger lift renewal, bathrooms, heating and kitchens.

Norman Harris House, 450 Queensway, SS1 2LY.



Part 2 Sheltered Housing.

- 28 flats. Built in 1986. 6 studio, 21 one bedroom, 1 two bedroom flats.
- Non-resident management staff and community alarm service.
- Lift, lounge, laundry, guest facilities and garden.
- Historic Capital spend 2010 – 2015: £533k. Including: roofing work, kitchens, bathrooms, heating, electrics and external works.

Scott House, 171 Neil Armstrong Way, Leigh one Sea, SS9 5YZ.



Part 2 Sheltered Housing.

- 58 flats. Built 1978. 31 studio flats, 27 one bedroom flats.
- Non-resident management staff and community alarm service.
- Lift, lounge, laundry, guest facilities and garden.
- Historic Capital spend 2010 – 2015: £171k. Including: fire safety, heating, electrics and Disability Discrimination Act compliance work.

Senier House, Salisbury Road, Leigh on Sea, SS9 2JX.



Part 2 Sheltered Housing.

- 20 flats. Built in 1984. 5 studios, 15 one bedroom flats.
- Non-resident management staff and community alarm service.
- Lift, lounge, laundry, guest facilities and garden.
- Original large detached house was converted and extended. In an area of predominantly private housing.
- Historic Capital spend 2010 – 2015: £206k. Including: windows, bathrooms, kitchens and Disability Discrimination Act compliance work.
- With a new build incorporated into an old property the internal layout is compromised and could be confusing for older persons. Externally the newer parts of the building have not worn well. The external balconies at the front of the property detract from the overall presentation of the property, as does the entrance being located in a covered parking area.

Stephen McAdden House, 21 Burr Hill Chase, SS2 6PJ.



Part 2 Sheltered Housing.

- 66 flats. Built in 1979. 33 studios, 33 one bedroom flats.
- Non-resident management staff and community alarm service.
- Lift, lounge, laundry, guest facilities and garden.
- Historic Capital spend 2010 – 2015: £400k. Including: kitchens, bathrooms and electrical work
- On a large gently sloping site, the travel distances internally from the main entrance / car park are quite long.
- There is redevelopment potential for the surrounding area, which could re-provide better facilities and accommodation for older persons, this could include incorporating this property into the proposals.

Trafford House, 117 Manchester Drive, Leigh on Sea, SS9 3EY.



Part 2 Sheltered Housing.

- 26 flats. Built in 1979. 13 studios, 13 one bedroom flats.
- Resident management staff and community alarm service.
- Lift, lounge, laundry, guest facilities, garden.
- In an area of predominantly private housing, backs onto a large allotment site. Whole site accessible by wheelchair. Access to site easy. Distances: bus stop 300 yards; shop 400 yards; post office 0.5 mile(s); town centre 1.5 mile(s); GP 0.5 mile(s); social centre 1 mile(s).
- Historic Capital spend 2010 – 2015: £2325k. Including: electrics, heating, kitchens and water system.

Trevett House, Southchurch Rectory Chase, SS2 4XB.



Part 2 Sheltered Housing.

- 29 flats. Built in 1989. 29 one bedroom flats.
- Non-resident management staff and community alarm service.
- Lift, lounge, laundry, guest facilities and garden.
- Historic Capital spend 2010 – 2015: £284k. Including: kitchens, bathrooms and heating. Sum includes £52k on solar photo voltaic panels.

Westwood, 137 Eastwood Old Road, Leigh on Sea, SS9 4RZ.



Extra Care Scheme.

- Built in 1975, converted / refurbished 2012. 15 one bedroom flats.
- Resident management staff and community alarm service.
- Lounge, laundry, guest facilities and garden.
- Historic Capital spend 2010 – 2015: £521k. Including: remodel to extra care scheme, fire safety and internal doors.

Avon Way, (No's 2 to 51), SS3 9DZ.



Part 1 Scheme.

- 31 Units. 2 Studios, 26 one bed, 3 two bed flats.
- Adjacent and connected to West Road flats (upper left in photo).

Bradfordbury, (No's 2 to 70), SS9 4SW. – see also Eastwood Old Road.



Part 1 Scheme.

- 28 no. units. One bedroom flats. No lift, ground and first floor flats, with a separate common room on site.
- Adjacent to Eastwood Old Road and close to Rothwell Close.

Bronte Mews No's 1 to 8), SS2 5EN. – See also Kipling Mews and Ruskin Avenue.



Part 1 Scheme.

- 7 No. Purpose built bungalows, not hard wired.
- Adjacent to Kipling Mews.

Cedar Close, (No's 1 to 29, no Number 13), SS2 5HW.



Part 1 Scheme.

- 28 no. one bedroom flats, in three 2 storey blocks and one 3 storey block. No lift.
- 325 metres from Dickens Close.

Dickens Close, (No's 1 to 33, No number 13), SS2 5HN.



Part 1 Scheme.

- 32 no. one bedroom flats. In four 2 storey blocks and one 3 storey block. No lift.
- 325 metres from Cedar Close.

Eastwood Old Road, (No's 117 to 131), SS9 4RP.



Part 1 Scheme.

- 8 No. one bedroom flats, no lifts ground and first floor.
- Adjacent to Bradfordsbury and close to Rothwell Close.

Kingfisher Close, (No's 57 to 103), SS3 9YD.



Part 1 Scheme.

- Adjacent to and identical to the flats in Sandpiper Close.
- 24 No. flats in 3 x two storey blocks of 8 flats. No lift – Common Room between Kingfisher and Sandpiper.

Kipling Mews, (No's 1 to 5), SS2 5EH. – See also Bronte Mews and Ruskin Avenue.



Part 1 Scheme.

- 6 purpose built one bedroom bungalows.
- Adjacent to Bronte Mews and Ruskin Avenue.

Lincoln Chase (No's 1 to 11), SS2 4QS.



Part 1

- Purpose Built one bedroom Bungalows.
- 11 in total.

Nursery Place (No's 530 to 596), Southchurch Road, SS1 2QD.



Part 1

- Flats on Southchurch Road.
- Located on busy shopping road with many local amenities.
- 34 flats. 3 storey block, no lift 4 separate stairwells, leading to 6 flats, 3 on first floor and 3 on second floor in each block. Common Room on ground floor.

Randolph Close (No's 18 to 72), SS9 4HU.



Part 1 scheme.

- 28 units. One bedroom ground and first floor flats. These flats are identical to flats located adjacent to Bradfordbury that are designated general needs.
- Spencer House located on this road, adjacent to the Cat 1 flats, is a 15 flat development for adults with learning difficulties.

Rothwell Close (and part Bradfordbury), (No's 20 to 23), SS9 4SN.



Part 1 scheme.

- 4 units of one bedroom flats.
- Adjacent to Bradfordbury and Eastwood Old Road flats and close to Westwood Extra Care scheme.

Ruskin Avenue, (No's 14 to 24 even), SS2 5HB.



Part 1 scheme.

- 6 one bedroom Bungalows only.
- Set in a courtyard off Ruskin Avenue in between and opposite entrance road to Bronte Mews and Kipling Mews.

Sandpiper Close, (No's 58 to 120), SS3 9YN.



Part 1 scheme.

- Flats, adjacent to and identical to the flats in Kingfisher Close.
- 32 flats in 4 x two storey blocks of 8 flats. No lift – Common Room between Kingfisher and Sandpiper.

Shelley Square, flats 5 to 29 (no number 13) & 36 to 39 &, 46 to 49), SS2 5JP.



Part 1 scheme.

- 32 flats.
- Flats 5 to 29 (13 excluded) – 3 storey blocks – no lift. 2 x blocks of 12 flats – total 24.
- Flats 36 to 39 – 2 storey block – no lift 1 x block 4 flats.
- Flats 46 to 49 – 2 storey block – no lift 1 x block 4 flats.
- Adjacent to Keats House Extra Care scheme.
- Flats 36 to 49 are located behind main part of site with poor pedestrian access. Potential redevelopment site (0.25 Ha).

Sherwood Way, (No's 8 to 52, 57 to 62, 65 to 68 & 77 to 82), SS2 4SR.



Part 1 Scheme (not the tower block)

- 64 One bedroom flats across this large site.
- Four blocks of 3 storey flats. No's 8 to 52 (no number 13). Each pair of blocks is linked with a communal entrance and there is one shared common room located beneath arrow. 12 flats in each block.
- Two storey blocks of 4 flats each. 57 to 62, 65 to 68 and 77 to 82.
- 3 storey flats are 'deck access' design, lightweight construction, with flat roof. Potentially poorly insulated.

Snakes Lane, (no's 68 to 114A even), SS2 6UD.



Part 1 scheme.

- 2 storey flats, on quite a large ribbon site.
- 48 one bedroom flats.
- Flats 68 – 114 ground floor, 68A – 114A first floor flats. No lift.
- Good area, potential for redevelopment.
- Site approx. 185 metres x 42 metres. 0.75 Ha.

West Road, (No's 120 to 136), SS3 9DT.



Part 1 scheme.

- 9 one bedroom flats. 3 storey deck access, same design as Sherwood Way.
- Adjacent and part connected to Avon Way flats. No lift.

Yantlet, (No's 1 to 43 excl 13), London Road, Leigh on Sea, SS9 3JD.



Part 1 scheme.

- 5, 4 and 2 storey block, There is a lift in the 5/4 storey block, but the flats are not level access. There is no lift in the 2 storey block.
- Close to shops and estuary.

